

# Shannon Kularathna

Technical Writer

## Contact Information

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## Summary

Experienced technical writer who thrives in a fast-paced, high-intensity environment. I've worked with Linux, SQL, Python, and Javascript. I'm learning Java, C++ and R next.

## Skills

- Adobe Acrobat
- CSS / HTML
- JavaScript
- Jira
- Confluence
- Oxygen XML Editor
- Git
- Python
- Linux system administration
- SQL (MySQL, SQLite) and RDBMS

## Experience

Apr 2018 - Present	<b>Technical Writer   Knowledge Administrator</b> International Financial Data Services
<ul style="list-style-type: none"><li>• Write and publish release documentation such as release notes, guides, summaries, and overviews.</li><li>• Work with both Agile and waterfall project teams to document software enhancements.</li><li>• Collaborate with SMEs like project managers and business analysts to gather and verify information.</li><li>• Use Oxygen, Jira, Git, and other tools to enhance efficiency and publish well-formed documentation.</li><li>• Manage the documentation team Git repository and led the transition from SVN to Git. <b>Created best practices and troubleshooting wiki on Git.</b></li><li>• Manage the internal KnowledgeBase using a custom CMS to create and maintain a database of support material for over 500 business operations personnel.</li><li>• <b>Created custom Adobe Forms checklists using JavaScript for PDF that automate the QC process for documentation, eliminating paper usage.</b></li><li>• <b>Automated addition of checklists to Sharepoint libraries, including using custom workflows for metadata population.</b></li><li>• <b>Created CSS-based PDF transformation scenarios for Oxygen XML Editor to generate customizable client-facing documentation.</b></li><li>• <b>Pioneered using Confluence to track documentation linked to projects on Jira, upgrading the team from email tracking.</b></li></ul>	
Apr 2017 - Mar 2018	<b>SEO Specialist   Technical Writer</b> Vestra Inet, Toronto
<ul style="list-style-type: none"><li>• Managed project documentation including plans, schedules, and charts.</li><li>• Wrote software development and web design proposals in response to RFPs and RFQs. <b>Secured two software development projects in one month valued at over \$100,000.</b></li><li>• Audited client website content and code for grammatical and structural issues. Presented findings in detailed reports.</li><li>• <b>Recommended site coding improvements (JavaScript and CSS minification, HTML image optimizations) resulting in a 300% increase in load speed of pages.</b></li><li>• Created and implemented content strategies, social media strategies, and SEO strategies for over 50 client sites.</li></ul>	

Jul 2014 - Aug 2016

**Copywriter**  
Stove Media, Sri Lanka

- Wrote copy and articles for a global audience.

## Academic Background

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See [LinkedIn](#) for a full list of what I've learned.

Feb. 2019 - June 2019

Introduction to Computer Science

**Professional Certificate**

Microsoft

- Included the following courses:
  - Python - Absolute Beginner
  - Python - Fundamentals
  - Logic and Computational Thinking

Sep. 2017 - Mar. 2018

Communications: Professional Writing

**Graduate Certificate**

Centennial College, Toronto

- Planned, developed, and presented extensive technical documentation in the form of an online user guide for a target audience.
- Wrote content adhering to technical writing best practices with a focus on concise, accurate, convincing language.
- Developed Word, Excel, and PowerPoint templates, macros, and other advanced functions.
- Created presentations, reports, invoices, and workbooks using Microsoft Office products.
- Developed and implemented online learning courses and supplementary materials using Blackboard's CourseSites platform.

Sep. 2012 - July 2016

Mechanical Engineering

**BEng. (Hons)**

The University of Wolverhampton (UK)

- Graduated with Honours, Second Upper Class (2:1 Division).