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
Technical Writer | Knowledge Administrator
International Financial Data Services

- Write and publish release documentation such as release notes, guides, summaries, and overviews.
- Work with both Agile and waterfall project teams to document software enhancements.
- Collaborate with SMEs like project managers and business analysts to gather and verify information.
- Use Oxygen, Jira, Git, and other tools to enhance efficiency and publish well-formed documentation.
- Manage the documentation team Git repository and led the transition from SVN to Git. **Created best practices and troubleshooting wiki on Git.**
- Manage the internal KnowledgeBase using a custom CMS to create and maintain a database of support material for over 500 business operations personnel.
- **Created custom Adobe Forms checklists using JavaScript for PDF that automate the QC process for documentation, eliminating paper usage.**
- **Automated addition of checklists to Sharepoint libraries, including using custom workflows for metadata population.**
- **Created CSS-based PDF transformation scenarios for Oxygen XML Editor to generate customizable client-facing documentation.**
- **Pioneered using Confluence to track documentation linked to projects on Jira, upgrading the team from email tracking.**

Apr 2017 - Mar 2018
SEO Specialist | Technical Writer
Vestra Inet, Toronto

- Managed project documentation including plans, schedules, and charts.
- Wrote software development and web design proposals in response to RFPs and RFQs. **Secured two software development projects in one month valued at over $100,000.**
- Audited client website content and code for grammatical and structural issues. Presented findings in detailed reports.
- **Recommended site coding improvements (JavaScript and CSS minification, HTML image optimizations) resulting in a 300% increase in load speed of pages.**
- Created and implemented content strategies, social media strategies, and SEO strategies for over 50 client sites.

Jul 2014 - Aug 2016	**Copywriter** Stove Media, Sri Lanka

- Wrote copy and articles for a global audience.

Academic Background

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).