

DIVYA RAMAKRISHNA

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HIGHLIGHTS

- Technical writer with 6 years of experience in researching, writing, editing, and proofreading material for Release Notes, Reports, Technical documents and Manuals.
- Collaborated with Subject Matter Experts (SMEs) to collect information and provide detail-oriented, accurate and error-free documents for the banking product Finacle.
- Knowledge in DITA standards of documentation.

EDUCATION

Bachelor of Engineering in Information Science from RN Shetty Institute of Technology (VTU), graduated in 2015.

TECHNICAL SKILLS

- Documentation Tools - Adobe FrameMaker, Adobe RoboHelp, Oxygen XML Editor.
- Microsoft Office – Word, Excel.
- PDF – Adobe Acrobat.
- Tracking Tools – Jira

PROFESSIONAL EXPERIENCE

- Systems Engineer Trainee – **Infosys Ltd.** (Sep 2015 – Feb 2016)
Trained in the Infosys Campus at Mysore on basics of programming and software engineering.
- Systems Engineer/ Senior Systems Engineer – **Infosys Ltd.** (March 2016 – Nov 2019)
Trained and worked as a Citrix Desktop and Application Virtualization Support Engineer. Researched and prepared Internal Reports and documents on the architecture of Citrix platform, the Installation guides and Knowledge Transfer guides for training the team members as well as to provide support for clients.
- Senior Content Writer – **EdgeVerve Systems Ltd.** (Dec 2019 – present)
Responsible for researching, collaborating with SMEs, organizing, structuring and updating the documentation for the software product Finacle. This involved User Manuals, Release Notes, Installation Guides and Software Enhancement Documents for both internal and external end-users in banks across the globe. Also worked for other tracks including Loans, Payments and Wealth Management System to help document regular software releases. Additionally, worked on verification of literals according to DITA guidelines, proofreading documents and migration of manuals to the accepted DITA standard of documentation.

ADDITIONAL TRAINING

- Completed the Mandatory Functional Training for Treasury Department in Finacle.
- Completed “Best practices in Document Management”, “Mind Map for beginners”, “Adobe RoboHelp HTML Fundamentals”, “API Technical Writing”, and “GIT branching and Merging” courses on Udemy.
- Completed “Advanced Writing” course from University of California from Coursera.