

STEEV JOSE KUNDUKULANGARA

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PROFILE SUMMARY

I am a seasoned technical writer who transitioned from a system analyst role. As I was passionate about documenting technology in a way that can be easily consumed by all kinds of audiences, I decided to make this transition. The following experiences provide a high-level overview of my contributions.

EDUCATION

Bachelor of Science, Information Technology

May 2014

University of Mumbai

PROFESSIONAL EXPERIENCE

Perfios Software Solutions, Bangalore, India – Senior Technical Writer

Apr 2024– Present

- Migrated all API documents from Google docs to Open API specifications. (*Achieved recognition from PM*).
- Created a Product Site using Docusaurus for internal products from scratch.
- Developed certification content for products for internal team members (*Achieved recognition from PM*).

Accionlabs Pvt Ltd, Bangalore, India – Senior Technical Writer

May 2022– Mar 2024

- Created an internal knowledge base on Google sites for information search.
- Created user manuals, API documents, and worked with stakeholders to research and write white papers.

Westernlotto, Lagos, Nigeria – System Analyst

Dec 2018– Mar 2022

- Automated generation of Excel reports using Pandas library from Python significantly reducing manual effort and improving efficiency.
- Developed a custom program in Python to analyze and identify the most played numbers in the lottery to help mitigate risks and increase profitability by 20%.
- Created a support site in Wordpress to answer queries of online betting customers.

Dusane Infotech, Mumbai, India – Technical Support Engineer

Oct 2016 - Oct 2018

- Visited 3 different client sites in Nigeria for product launch and training.
- Created user manuals and support sites for clients in Africa.

IT Source Pvt Ltd, Mumbai, India – Technical Support Engineer

Jun 2015– Oct 2016

- Served as the primary point of contact for the support related queries from PAN India.

TECHNICAL SKILLS

YAML | Markdown | HTML | Python | Git | SQL

TOOLS EXPERTISE

Camtasia | Static Site Generators | OpenAPI | Confluence | Jira | Canva | Shotcut | DITA | Doc as Code

HONORS & AWARDS

Pat on the back

- Achieved for OpenAPI implementation and Swagger Bundling.
- Preparing Certification material for internal training.

PORTFOLIO

- <https://github.com/kstevejo>
- <https://kstevejose.hashnode.dev/>
- <https://www.linkedin.com/in/steev-kundukulangara-182696120/>