

UDHAYA KULANDAIVELU

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(408) 802-4270

SENIOR CONTENT DEVELOPER

A creative, results-driven Technical Writer and Multi-Media Content Creator with broad experience in the computer industry. Adept at working in Agile project management environments. Forges and maintains strong, collaborative relationships with colleagues at all levels. Known for successfully engaging developers and quality assurance (QA) staff to ensure timely and regular updates to user and technical manuals through charm and the enticement of free lunches.

Content Management (Astoria, Tridion, Oxygen DITA, Perplexity, Copilot, ContentStack)
Help Authoring (MadCap Flare, RoboHelp, FrameMaker)
Video/Image Editors (Camtasia, Photoshop, Visio)
Video Tutorials (Captivate, SnagIt)
API Tools (Apiary, Apigee, API Connect, Swagger, Postman, Git)
Code Editors (Visual Studio, Atom)
Languages (HTML, XML, JSON, Markdown, YAML)
Project Management (JIRA, Confluence, Figma)

CONTENT PORTFOLIO

<https://udhaya.journoportfolio.com/>

PROFESSIONAL EXPERIENCE

VISA, Foster City, CA

Oct 2021 – Present

Staff Content Strategist – Visa Installments

- Evangelizing Content beyond on-prem or static legacy systems. Employing AI agents to create FAQ guides from source documents
- Published API Reference for customers using Open API, YAML, and API Connect
- Fashioned PDF documents from complex API schemas using Tridion and Oxygen DITA

THE TRADE DESK, San Francisco, CA

Mar 2021 – September 2021

Senior Content Developer – API Portal Monitor

- Rendered AdTech API with sample codes, a command reference highlighted by type, option, and purpose in Developer Portal using VS Code Markdown and GitLab
- Researched developer knowledge base, organized SME meetings, tracked and scheduled monthly sprint project deliverables using JIRA, successfully meeting or exceeding project timelines
- Achieved simultaneous updates to diverse documentation in real time by establishing excellent rapport with developers, customer support, and IT

RMS, Newark, CA**Jun 2019 – Jan 2021****Senior Content Developer – API Portal Consultant**

- Proposed API Portal Design and created multiple guides (user, underwriting, online help) and Release Notes for Catastrophic Risk Modeling products
- Tested and documented Geocoding apps for the reinsurance industry
- Curated legacy documents, maintained CI/CD releases using MadCap Flare, JIRA, and Git for several projects in an Agile environment

YAPSTONE, Walnut Creek, CA**Apr 2017 – May 2019****API Content Developer**

- Transformed disorganized source documents on Google Docs into structured, interactive Confluence pages
- Monitored API changes in Swagger and updated content in Developer Portal running on Apigee
- Committed Pull Requests in Git branch for content updates to the Developer Portal
- Designed templates and wrote articles for a headless CMS—ContentStack

IMVU, San Jose, CA**Dec 2016 – Mar 2017****Contract Confluence Designer**

- Built Confluence site and templates to transfer and store 12+ years of legacy documents from Google sites.
- Designed distinct Confluence Spaces for every department and created project JIRA tables to provide real-time updates to JIRA issues on Confluence team pages
- Researched, developed, and maintained dozens of macros to enhance the company intranet

GE DIGITAL, San Ramon, CA**May 2016 – Nov 2016****Senior Content Writer**

- Created internal and customer-facing documents, in consultation with SMEs, for cloud platform as a service (PaaS), using Confluence and DITA structured PDFs for the web
- Attended Scrum sessions and tracked project sprints on Rally Kanban board
- Created interactive surveys and registration forms for web Pen tests
- Scripted, edited, and created promotional event videos

Jupiter Systems, Hayward, CA**May 2012 – April 2016****Head of Documentation**

- Offered one-stop content service as the sole writer, designer, and curator for the Jupiter Documentation Suite of over 25 guides (including Online Help files and video tutorials) in an Agile environment
- Created original templates for hardware, software, API, and quick start guides for three product lines
- Built a Drupal Knowledge Base with authentication for company documents
- Installed and field-tested products, including all screens and features of the GUI

EDUCATION

Master of Arts (MA), English, San Jose State University

Bachelor of Science (BS), Business Administration, Minnesota State University