

## SENIOR CONTENT DEVELOPER & API PORTAL MONITOR

A creative, results-driven Technical Writer and Multi-Media Content Creator with broad experience in the computer industry. Forges and maintains strong, collaborative relationships with colleagues at all levels.

**Content Management** DITA—Astoria & Oxygen, gpEasy--Drupal, ContentStack

**Help Authoring** MadCap Flare, RoboHelp, FrameMaker

**Video/Image Editors** Camtasia, Photoshop, Visio, Whimsical, draw.io

**Video Tutorials** Captivate, SnagIt

**API Tools** Apiary, Apigee, Swagger, Postman, Git

**Code Editors** Visual Studio, Atom

**Languages** HTML, XML, JSON, Markdown, YAML

**Project Management** JIRA, Scrum sessions, Confluence, Figma,

**Project Development** CI/CD, Agile—access QA sandbox to test builds/API, charm SME with lunch to get info

**Project Collaboration** Slack, Sharepoint, Zoom, Teams, Google Docs/Forms

## CONTENT PORTFOLIO

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

## PROFESSIONAL EXPERIENCE

**THE TRADE DESK, LLC**, *San Francisco, CA*

**Mar 2021 – Present**

### 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 2016 – May 2017**

### 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 2008 – Apr 2016****Head of Documentation**

- Offered one-stop content services as the sole writer, designer, and curator for the Jupiter Documentation Suite of over 25 manuals (including Online Help files and video tutorials) in an Agile environment
- Created original templates for hardware, software, API, and quick start manuals 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