Shibu V Krishnan

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Summary

Experienced technical content developer with 7+ years in both software and hardware documentation. Proficient in DITA, XML Authoring, and API documentation, contributing to innovative storage solutions.

WORK EXPERIENCE

Dell Technologies
Technical Content Developer

Remote
Oct 2021 - Present

- Led a team of writers and oversaw the entire project scope for over six release cycles of a storage monitoring platform, producing more than 15 manuals in each cycle.
- Revamped the existing API documentation process with the help of the latest tools, contributing to a significant increase in third-party integrations.
- Worked with cross-functional teams to conduct a content audit, streamlining deliverables and reducing redundant documentation by 30% for each release.
- Collaborated with subject matter experts to create over 15 knowledge-base articles, effectively reducing content gaps in our documentation portfolio.

Sonovision Aetos
Technical Writer

Bangalore
Mar 2018 - Sep 2021

- Collaborated closely with engineering teams to create and maintain documentation for products, including installation manuals and user guides throughout their life cycle.
- Successfully migrated over 100 legacy documents to a new DITA-based content management system with high accuracy.
- Organized and conducted training sessions on tools for the new team members resulting in a faster onboarding process.

Lionbridge Technologies
Technical Author

Chennai
Mar 2017 - Feb 2018

- Contributed to the creation and revision of multiple maintenance manuals for an advanced aircraft engine, ensuring compliance with industry standards.
- Leveraged various information sources, including engineering drawings, 3D models, knowledge transfers, and subject matter experts, to produce precise documentation that effectively communicated complex technical concepts.

EDUCATION

B.E in Aeronautical Engineering
Regional Institute of Engineering

Trivandrum

SKILLS & COMPETENCIES

- Adobe InDesign
- Agile
- Analytical Skills
- API Documentation
- Arbortext Editor
- Content Management Systems
- DITA
- GitHub
- JIRA/Confluence
- MS Visio
- Oxygen XML Author
- Salesforce Lightning
- Snagit
- Stoplight