

# Shannon Kularathna

Technical Writer

## Contact Information

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## Summary

Experienced technical writer who thrives in a fast-paced, high-intensity environment. I've worked with Linux, SQL, Python, and Javascript.

## Skills

- Cloud-native technologies
- Kubernetes
- Markdown authoring
- Git
- Linux
- Omnigraffle and Markdown tools like Mermaid

## Experience

Dec 2020 - Present

**Technical Writer**

Google

- Led documentation strategy and efforts for GKE security content.
- Owned and executed on content strategy for GKE Autopilot to improve market perception and drive higher adoption. **Revenue increased to \$9B by 2022.**
- Created a streamlined process for vulnerability disclosures for GKE. Conducted trainings for writers in on-call rotations. Implemented process improvements that reduced time cost for writers by ~60%.
- Cultivated collaborative relationships with leadership in product management, engineering, UX, and support to strategize new initiatives with SME buy-in.
- Authored high-quality technical documentation in Markdown using a proprietary version control system and publishing pipeline. **Refactored the GKE doc set to focus on the user journey instead of the DITA-style breakdown of topics.**

Aug 2020 - Present

**Contributor**

The Kubernetes project

- Contribute high-quality technical doc improvements and additions to the Kubernetes project.
- Review PRs and groom the issue backlog.
- **Gained Reviewer status in 2021.**
- **Contributed significantly to the docs effort around deprecating the dockershim component.**
- **Received a community award for impactful contributions at KubeCon NA 2022.**

Apr 2018 - Dec 2020

**Technical Writer | Knowledge Administrator**

International Financial Data Services

- Write and publish release documentation such as release notes, guides, summaries, and overviews.
- Use Oxygen, Jira, Git, and other tools to enhance efficiency and publish well-formed documentation.
- Manage the documentation team Git repository and led the transition from SVN to Git.

Apr 2017 - Mar 2018

**SEO Specialist | Technical Writer**

Vestra Inet, Toronto

# Academic Background

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See [LinkedIn](#) for a full list of what I've learned.

Feb. 2019 - June 2019                      Introduction to Computer Science  
**Professional Certificate**                      Microsoft

- Included the following courses:
  - Python - Absolute Beginner
  - Python - Fundamentals
  - Logic and Computational Thinking

Sep. 2017 - Mar. 2018                      Communications: Professional Writing  
**Graduate Certificate**                      Centennial College, Toronto

- Planned, developed, and presented extensive technical documentation in the form of an online user guide for a target audience.
- Wrote content adhering to technical writing best practices with a focus on concise, accurate, convincing language.
- Developed Word, Excel, and PowerPoint templates, macros, and other advanced functions.
- Created presentations, reports, invoices, and workbooks using Microsoft Office products.
- Developed and implemented online learning courses and supplementary materials using Blackboard's CourseSites platform.

Sep. 2012 - July 2016                      Mechanical Engineering  
**BEng. (Hons)**                                      The University of Wolverhampton (UK)

- Graduated with Honours, Second Upper Class (2:1 Division).