Irene Thomas

Product Documentation Specialist

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SUMMARY

A detail-oriented and results-driven Technical Documentation Specialist with 3+ years of experience in creating and maintaining high-quality technical content across diverse platforms. Currently working at WiseTech Global Pvt Ltd, I have a proven track record in technical writing, content publication, and team collaboration. Skilled in using industry-standard tools such as DITA, XML, GitHub, Markdown, and Visual Studio to produce user guides, release notes, and internal documentation. I have extensive experience in managing and organizing documentation systems to ensure compliance and efficiency.

EXPERIENCE

Product Documentation Specialist
Wisetech Global

1. Worked under Blume Global before and during its acquisition by WiseTech Global:

- Delivered user guides, release notes, and customer help sites for key telecom clients including Hapag Lloyd, CMACGM, Honda, and ONE.
- Led EDI Documentation Central expansion project – developed structured guides, FAQs, and best practices to improve adoption.
- Authored custom onboarding workflows and self-service portals, improving product usability.
- Played a key role in migrating legacy content to WiseTech Academy, aligning with corporate standards.
- Served as a Technical Writer, delivering high-quality documentation that enhanced user understanding and engagement.
- Showcased exceptional research, analysis, and writing skills by developing comprehensive documentation that met diverse user needs.
- Applied knowledge of software development tools, including source control tools like GitHub, and processes such as DDLC and Agile, to enhance documentation accuracy and relevance.
- Authored comprehensive user guides and manuals, reducing customer support inquiries by 30%.
- Exhibited exceptional language skills in U.S. English by intercating with U.S. clients on a daily basis, enhancing the clarity of technical writing concepts through effective speaking and writing.
- Utilized standard tools such as Oxgen XML and SnagIT, to create various documentation delivery mechanisms including online help, web help, PDFs, and HTML.
- Demonstrated technical skills in XML and HTML while utilizing structured writing techniques, including DITA, to create organized and accessible documentation.
- Interpreted technical specifications, user stories, configuration files, code, and other technical documents as reference materials, facilitating clearer communication among teams.
- Developed a comprehensive documentation implementation and integration suite that included user guides, installation guides, API guides, troubleshooting guides, and FAQs, enhancing user experience and support.
- Received an internal promotion and successfully transitioned team tools from Jira to Azure DevOps and PAVE.

2. Post acquistion, core Wisetech experience:

- Joined the documentation team as an experienced Technical Writer, contributing to the creation of user-centric materials that streamlined communication.
- Spearheaded the migration of 50+ internal documents from Word to Markdown using GitHub and DocFX, reducing corruption and improving accessibility across teams.
- Created and maintained simulation-based training manuals, improving onboarding productivity by 20%.
- Owned and streamlined two GitHub documentation repositories, onboarding 20+ contributors.
- Partnered with developers to align code with documentation in Visual Studio during the SDLC.
- Implemented improvements to Markdown/GitHub onboarding process, reducing time to productivity by 30%.

- Demonstrated a strong learning ability by quickly grasping new products and technologies, effectively translating complex technical material into user-friendly documentation.
- Leveraged strong familiarity with Artificial Intelligence and Prompt Engineering to enhance the application of modern documentation processes, resulting in more intuitive user guides.
- Proficiently installed software and applications with minimal assistance, documenting procedures that improved team efficiency.
- Consistently wrote clear and concise documentation using correct grammar, spelling, and punctuation, ensuring high standards of quality.

EDUCATION

English Literature   10/2020 - 06/2022
Mount Carmel College, Bangalore - Master of Arts
- Completed Master of Arts: English Literature Degree with a GPA of 7.3.
- Graduated with First Class Distinction.

English Literature, Communication and Journalism   03/2017 - 05/2020
Assumption College - Changancherry - Bachelor of Arts
- Completed Bachelor of Arts: English Literature, Communication & Journalism with a GPA of 7.92.
- Graduated with Grade A.

SKILLS

Content Management Systems	Advanced	Oxygen XML Editor	Advanced
CMS	Advanced	Multimedia and Video Documentation	Advanced
MadCap Flare	Intermediate	Articulate Storyline	Advanced
Screen Capture Tools	Intermediate	Content Structuring and Best Practices	Advanced
Snagit	Expert		
Innovation	Advanced	Collaboration with Cross-Functional Teams	Advanced
API Documentation	Intermediate	Onboarding and Simulation Training	Advanced
Markdown	Expert		
Agile	Advanced	Structured Content for Non-Technical Audiences	Advanced
HTML	Advanced		
GitHub	Advanced	Documentation Development Life Cycle (DDLC)	Advanced
Camtasia	Intermediate	Technical Writing Expertise	Advanced
Jira/Confluence	Intermediate	Continuous Learning and Collaboration	Intermediate
SharePoint on Microsoft 365	Intermediate		
Jenkins	Intermediate	DITA	Advanced
Microsoft Office Suite	Advanced	Creativity	Advanced
Terraform	Intermediate	Customer Centric Experience	Advanced
DocFX	Advanced		
Visual Studio Code	Advanced		

LANGUAGES

Malayalam   Fluent   English   Fluent

PROJECTS

Contributor   04/2024 - 07/2024
Blume Documentation Migration to WiseTech Academy >

Collaborated on the migration of all generic platform and visibility-related documentation to WiseTech Academy. This included consolidating existing content, reformatting it for compliance with WiseTech's content structure, and ensuring a seamless user experience for Academy users. The initiative aimed to enhance accessibility to training resources and streamline platform-related knowledge for internal and external users.

Lead Information Developer   09/2023 - 11/2023
Valor Victoria Online Help Site

Launched the online help site for Valor Victoria as part of the September release cycle, delivering customized documentation for their specific requirements. The site included detailed onboarding guides, workflow overviews, and how-to content designed to empower the customer's user base. This project emphasized user empowerment through intuitive and accessible help resources.

Lead Information Developer   07/2023 - 09/2023
Hapag & Lloyd Online Help Site

Published an online help site for Hapag & Lloyd as part of the Nile release. The customer-specific documentation site provided tailored user support, addressing the specific workflows and needs of the client. The content included self-service guides, troubleshooting instructions, and step-by-step walkthroughs for key product features.

Lead Information Developer   04/2023 - 07/2023
EDI Documentation Central Expansion

Collaborated with the EDI (Electronic Data Interchange) and PSG teams to publish a comprehensive EDI Documentation Central site as part of the Spruce release. This project involved creating and organizing detailed EDI implementation guides, FAQs, and best practices to enhance customer understanding and adoption of EDI integrations. The site served as a crucial resource for both customers and internal stakeholders.

Contributor   02/2023 - 10/2023
Blume Academy Development >

Collaborated and worked on the creation and implementation of the Blume Certification Program at Blume Global, in collaboration with key stakeholders including R&D senior management, the Technical Publications team, and the HR department. This initiative aimed to enhance onboarding and training efficiency for 150 new hires, ensuring readiness for Blume's innovative SCM solutions.

HOBBIES

Films and Psychoanalysis   Journaling and Writing

Reading Literature