

Kandukuri Vidyasri

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Portfolio: <https://vidyasriportfolio.netlify.app/>

CAREER OBJECTIVE:

Entry-level Technical Writer with a proven ability to translate complex technical concepts into clear, user-friendly documentation. Authored a comprehensive portfolio of user manuals, FAQs, and setup guides for digital products. Skilled in content structuring, process standardization, and adhering to SOPs. Currently building expertise in API documentation, ready to contribute a strong foundation in technical communication and a commitment to user-centric content.

PROFESSIONAL EXPERIENCE:

Amazon – Digital Devices Technical Support (Fixed Term Contract)

May 2024 – Nov 2024

- Provided Tier 1 technical support for Amazon digital devices and services, including Alexa, Fire TV, and Prime Video.
- Investigated and documented unusual device behaviors, raising tickets for integration issues and collaborating with internal teams for resolution.
- Maintained high customer satisfaction and productivity metrics, contributing to overall team SLAs.
- Gained experience in handling escalations and prioritizing issues based on customer impact.

Teleperformance – Associate Analyst

September 2021– May 2023

Project: DeepMind – Robotics

Client: Google

- Reviewed audio, video, and textual datasets according to SOPs to train AI algorithms.
- Conducted data analysis using Google Sheets and visualized results via Google Looker.
- Maintained high quality and accuracy in documentation and reporting.

TECHNICAL WRITING PORTFOLIO:

User Manual: Kindle User Guide (<https://firetvsticksetupguide.my.canva.site/kindle-user-manual>)

- Authored a 45-page user manual that streamlined the onboarding process and reduced the need for technical support.
- Structured complex information on device features, troubleshooting, and navigation into a clear and user-centric format.

FAQ Help Pages (<https://faqprojectvs.netlify.app/>)

- Developed a searchable knowledge base that proactively addressed common user questions and reduced inbound support queries.
- Optimized content for searchability and readability to enhance the user experience and promote self-service.

Fire TV Stick Setup Guide (<https://firetvsticksetupguide.my.canva.site/>)

- Designed a multimedia quick-start guide and companion video tutorial to accelerate user onboarding.
- Crafted clear, step-by-step instructions that simplified device configuration and ensured a seamless first-time user experience.

CERTIFICATIONS:

- Technical Writing: Quick Start Guides – Board Infinity
- Writing Effective Technical Documentation – LinkedIn Learning

EDUCATION:

Bachelor of Technology (Civil Engineering) at SR Engineering College.
CGPA – 8.8

TECHNICAL SKILLS:

- Documentation Tools: MS Word, Google Docs
- Data Tools: Excel, Google Sheets
- Web Technologies: HTML, CSS, JavaScript

PROFESSIONAL SKILLS:

- Technical Documentation & SOP Adherence
- Content Structuring & User Manuals
- FAQ & Knowledge Base Development
- Issue Analysis & Troubleshooting Documentation
- Written & Verbal Communication
- Analytical Thinking & Problem-Solving

HOBBIES:

- Reading novels, Writing

PERSONAL PROFILE:

Nationality : Indian
Gender : Female
Marital Status : Unmarried
Languages Known : English, Hindi, and Telugu

DECLARATION:

I hereby declare that all the details furnished above are true to the best of my knowledge and belief.

Date: 25-09-2025
Place: Hyderabad

Yours Sincerely
[K. Vidyasri]