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Summary

As a Technical and Proposal Writer, my objective is to bring success to companies through effective internal and external communications. I have been able to communicate successfully with different audiences among them customers and staff. I am committed to deliver excellent content through a diverse range of communication platforms and respond accordingly to the feedback received. I spend my free time learning new skills in which documentation can be done. What can I create for you?

Experience

RFP Coordinator

Techno Brain Group

Jul 2021 - Dec 2021 (6 months)

1. Acted as the central point of contact on assigned proposals, and lead and guide the work of the Bids and Proposals team.
2. Analyzed RFQs, RFPs and RFIs to create proposal outlines and development plans.
3. Monitored proposal content to ensure compliance to RFP requirements, evaluation criteria, and technical requirements.
4. Managed the bid opportunities pipeline and circulating opportunities to the appropriate stakeholders.



Content Developer

Microsoft

Nov 2020 - Jun 2021 (8 months)

As a content developer, I'm responsible for:

1. Reviewing and editing documentation for both existing and new content being created ensuring it follows the MVC content standards based on the topic type, Microsoft, and Cloud writing style guidelines in a way that it is understandable and usable by people with little to no domain experience.
2. Ensuring consistency in various scenario-focused documentation, including consolidating content for specific development phases, when possible, and simplifying the format and flow of information so that it is more readable.
3. Ensuring accuracy of sample documentation through familiarizing myself with GitHub sample READMEs, running through the tutorials and identifying the ones that should be migrated to docs.microsoft.com, when appropriate.
4. Identifying areas that could benefit from short videos and help script those videos with the primary writer and feature SMEs.
5. Helping with content performance initiatives and CSAT OKRs by identifying the top high page view topics with poor content performance metrics and working with the writer(s) to make improvements to these topics based on guidance for improving specific content metrics.
6. Helping resolve GitHub doc issues.
7. Delivering documentation to resolve backlog work items.
8. Editing content contributed by Graph Engineers and Project Managers to ensure the content is understandable and usable by people with little to no domain experience.

9. Assisting the Graph onboarding team create a range of content, like conceptual documents and how-to topics.
10. Assisting with assessing and updating the current Graph onboarding samples.
11. Reviewing the onboarding documentation for missing or outdated guidance and create new work items in Azure DevOps.
12. Reviewing common questions and issues and ensure the guidance exists or is updated to address the questions and issues.



Assistant Head, Corporate Communications

Craft Silicon

Jan 2019 - Nov 2020 (1 year 11 months)

1. Manage technical writers' workload and distribution to ensure the team is engaged and the initiatives are covered.
2. Work closely with head of Corporate Communications to lead new projects and re-think large sets of documentation.
3. Assist training team with content development.
4. Develop and implement key performance indicators to track progress to key metrics & goals.
5. Establish and foster working relationships with various teams such as core and mobile development.



Senior Technical Writer

Craft Silicon

Jan 2015 - Dec 2018 (4 years)

As a senior technical writer, I'm responsible for:

1. Mentoring and leading technical writing team members while controlling document versions.
2. Enhancing the Documentation Development Life Cycle to deliver quality documentation on time with negligible errors.
3. Conducting research, involving reading source material, using the developed software, meeting with and interviewing subject matter experts (SMEs).
4. Supervising the team in the development of web content.
5. Working on an agile/scrum development team participating in daily scrums
6. Interviewing developers, managers and marketers to ensure that all literature meets the needs of the client
7. Working with graphic designers to create complex illustrations.
8. Performing quality assurance operations such as testing product features for functionality and reporting bugs thereby adding value to the documentation and the product.
9. Identifying conflicts between business requirements and software functionalities, reported findings, and translated the results into help content useful to the end user.
10. Participating in the setting of the strategic direction of the function including identification of opportunities for improvement and taking into account long-term goals and objectives.



Technical Writer

Craft Silicon

Jun 2012 - Dec 2014 (2 years 7 months)

As a technical writer, I was responsible for:

1. Analyzing of project plans and initial code to develop a writing plan
2. Creating drawings, sketches, diagrams, charts, and utilized information mapping to illustrate material and increase end user's understanding of material

3. Interviewing developers, managers and marketers to ensure that all literature meets the needs of the client
4. Development of web content manuals
5. Gathering and analyzing information from developers as well as project and technical heads
6. Generating, evaluating and writing projects for intricate banking systems for presentation to stakeholders
7. Producing manuals in time to accompany software to client site
8. Collaborating with the marketing team to plan and develop website content strategy that aligns with the company's futuristic goals

Education



IU International University of Applied Sciences

MSc. Computer Science

2022 - 2024



Kenya Methodist University

BSc., Computer Information Systems

Sep 2008 - Jul 2011

Licenses & Certifications



Management Strategies for People and Resources - The Young African Leaders Initiative



Cisco Certified Network Associate (CCNA) - Cisco Networking Academy

Skills

Databases • User Documentation • Online Help Development • Project Management • Microsoft Office
• HTML • Windows • MS Project • User Guide Creation • Manuals