AYIKA LOTANNA (Technical writer/ Communicator)

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PROFESSIONAL EXPERIENCE

JUNIOR DATA ANALYST (INTERN) | AUTOSHECK | 12TH JANUARY 2021 - 16TH JULY 2021

- First-hand labor market experience
- Worked alongside the accounting department to understand the mechanics of projections and inferences.
- Performed in-depth analysis of the company's finances and resources with tools such as Excel, Notion, Tablue, and SQL.

TECHNICAL WRITER | REMITA (SYSTEM SPECS)| 15TH JANUARY - PRESENT

- Published company blogs, product documentation, staff documentation, API documentation, and how-to guides.

- Built experience in using FrameMaker for structured authoring, improving documentation quality
- Utilized SnagIt for capturing screenshots for the guides, enhancing the visual impact
- Collaborated with software engineers to design user-friendly manuals, improving client satisfaction by 25%
- Implemented a new technical communication strategy for cloud products, increasing user engagement

Skills & Abilities

<u>Tools</u>

- Technical Writing Tools: Adobe FrameMaker, Jira, Dropbox, Confluence, Markdown Microsoft Office Suite, Google Docs,
- Graphic Design & Multimedia: Photoshop, InDesign, After Effects, Snag it (Image capture tool)
- Programming: Java and Python
- Languages: English (Basic) and Igbo (Native)

<u>Technical skills</u>
- Proofreading
- Editing
- Documenting
- Writing
- Manuals
- Online help

<u>Techniques</u>
- Content Management
- Technical Communication
- Technical Documentation

Projects: Documented, and delivered Remita AI

Education and certifications

COMPUTER SCIENCE | 2023 | BABCOCK UNIVERSITY

- Major: Computer Science and Technology

NATIONAL INSTITUTE FOR INFORMATION AND TECHNOLOGY (NIIT) | 2021 |

- Major: Data Analysis

INTRODUCTION TO TECHNICAL WRITING | COURSERA| 2024

- Major: Technical writing