**Nelson Guya**

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**Summary**

Technical Writer with 5+ years of experience in documenting software systems, products, and interfaces for various audiences, including developers and consumers. Knowledgeable writer with ability to combine technical know-how and effective written communication techniques with a history of meeting deadlines and exceeding expectations.

**Technical Skills**

* MadCap Flare
* MS Suite
* SharePoint
* GitHub
* HTML/CSS
* Learning JavaScript
* Markdown
* Proofreading and editing
* Data analysis and visualization (R Studio, IBM SPSS, STATA, Tableau etc.)
* Team collaboration tools (Microsoft Teams, GoToMeeting, etc.)

**Soft Skills**

* Willingness and ability to learn new technologies quickly
* Technical writing and editing skills with the capacity to explain complex concepts and processes with clarity and effectiveness
* Excellent written English and verbal communication skills
* Formatting skills, document layout, and designing
* Detail oriented, well-organized and excellent time management skills
* Organizational skills and information consolidation skills
* Prioritization of tasks for effectiveness in the management of production time
* Excellent consulting skills (listening, data collection, analysis, visualization, and reporting)
* Establishing and maintaining communication with subject matter experts

**Work Experience**

***Freelance Technical Writer***

***2014– to date***

**Responsibilities**

* Created online user manuals for content management
* Developed screen mockups
* Collaborated with SMEs during the product design phase to gain understanding of the product, and during the development stages to ensure technical accuracy and completeness of guide documents.
* Identified conflicts between business requirements and software functionalities, reported findings, and translated results into user manual content.
* Tested software against guideline content, reported software bugs, and submitted change requests and user interface recommendations to project engineers
* Created and maintained MS Word templates for consistency, professionalism, and visual appealing formats for internal and external communications

**Technical Writing Experience**

* Creating draft deliverables using applicable style guide customized for different target users.
* Incorporating feedback from the engineering teams and customers to allow the tracking of changes, edits, and finalization of the deliverables
* Utilizing different data tools to analyze data and troubleshoot data issues
* Data visualization
* Supporting the senior technical writers’ systems and data analysts
* Supporting the drafting of presentations
* Supporting the creation of documentation and deliverables as required, such as data dictionaries, user stories, and backlogs, among others.

***Technical Writer, The Good Docs Project (Open Source Contributor)***

***June 2021 – Present***

* Managing OSGeo-Live project overview and quickstart documents
* Contributing to the development of the onboarding guides for new contributors
* Contributing to the creation of best-practice templates and writing instructions for documenting open-source software.

***Features writer, Ureport (Standard Group)***

***February 2016 – march 2018***

* Wrote opinion pieces, feature stories, blogs, and local news reports.
* Edited content from other freelance writers

***Data Analyst, Magnaforte Enterprises***

April 2014 – September 2014

* Data visualization
* Supporting the senior technical writers’ systems and data analysts
* Supporting the drafting of presentations
* Supporting the creation of documentation and deliverables as required, such as data dictionaries, and backlogs, among others.
* Utilizing different data tools to analyze data and troubleshoot data issues

**Education**

***Moscow Institute of Physics and Technology (MIPT*)**

March -May 2021

Technical Writing Course

***Kenyatta University***

2011-2014

Bachelor of Environmental Studies and Community Development