

**Annabel Otutu**  
**Burlington, VT**

**Skills**

Technical Writer | CMS | SEO | Computer Networking | Cybersecurity | HTML Scripting | Process Improvement | Confluence

**Professional Experience**

**Karthik Consulting LLC · Full-time**

**Technical Writer**

**Apr'24 - Present**

- Supported the Office of Information Security and Privacy (OISP), Office of Mission Support (OMS), EPA
- Wrote and edited user manuals, help systems, and other technical documents
- Created and maintained diagrams representing system configurations and process workflows
- Interviewed technical and functional stakeholders to obtain and validate documentation content
- Developed and performed quality control on a System of Records Notice (SORN) and Privacy Impact Assessment (PIA).
- Created Risk Management Reports (RMR) every quarter by NIST SP 800-37

**Emergent Media Center**

**Technical Strategist and Web Developer**

**Jan'24 - Present**

- Developed a responsive web application for college competencies, using web technologies.
- Collaborated with cross-functional teams to gather requirements and translate them into web content.
- Conducted thorough testing to ensure the quality and reliability of web content.
- Collaborated with stakeholders to define technical strategies and aligned them with the college's objectives.
- Conducted research and analysis to identify opportunities for enhancing the web platform and driving engagement among college students.

**Cyber Outreach Team, Education**

**Chief Editor**

**Aug'23 - Present**

- Edited and proofread all written educational materials including blog posts, website content, presentations, and social media for cybersecurity outreach using Google Sites and WordPress
- Refined over 50 blog posts and web pages to enhance comprehension and readership
- Revisited and refined existing blog posts and website pages for improved clarity and impact
- Ensured all materials were easy to understand, audience-appropriate, and aligned with organizational goals and branding
- Provided recommendations on topic selection and material development

**The Leahy Center · Part-time**

**IT Intern and Analyst**

**Jan'23 - Aug'23**

- Parsed logs to identify improper server and endpoint configurations.
- Methodically troubleshooted client networking issues, ensuring optimal functionality and usability.
- Conducted in-depth research on the latest technologies relevant to the LCDI's mission.

**Cox Automotive Inc. · Full-time**

**Contract Technical Writer (Software Development)**

**Nov'22 - May'23**

- Authored, Updated, and Disseminated Information using various communications and knowledge management tools to ensure customer information on Cox.com and KEY agent knowledge base is accurate and up to date and that customer contact personnel were able to articulate the correct information, processes, and procedures to external customers.
- Followed up and communicated with SMEs and team members over Microsoft Teams to ensure accurate workflows on software.
- Managed content throughout its lifecycle

**Indeed.com**

**Jun'22 - Dec'22**

**IT Technical Writer**

- Facilitated the creation of wiki pages for onboarding new engineers using Jira and Confluence.
- Created a master outline for the organization of documentation to streamline the training process using Lucid chart and Sprints.
- Composed documentation used in maintaining infrastructure for DevOps
- Worked closely with software development and IT operations teams for documentation of processes. Communicated with SMEs and team members to ensure accurate workflows on products and software.

**Microsoft · Full-time**

**Aug'21 - Jan'22**

**Cybersecurity Technical Writer**

- Worked with the minds behind the development of the AAA game: Halo Infinite.
- Cleanup of Confluence database and large-scale content audit
- Reviewed documents related to cybersecurity to ensure quality control.
- Worked with a team of Technical Writers for an easy flow of workload and ideas

**Education**

**Champlain College**

Bachelor of Science - Computer Networking and Cybersecurity

