Elliot Brenya Sarfo

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Portfolio: https://dev.to/elliot_brenya

Tema Community 19, Accra-Ghana

PROFILE

Results-driven technical writer with 3+ years of experience in creating clear and concise documentation for various industries. Skilled in creating user manuals, writing API documentation, and editing technical content. Strong attention to detail and ability to effectively communicate complex concepts to diverse audiences.

TECHNICAL SKILLS

- **Writing and Editing**

Creating a user manual for a software application.

Tools: Microsoft Word, Google Docs, Markdown editors.

- **Domain Knowledge**

Explaining Software, software development process, software tools, api's,, Machine language cloud computing concepts and technologies.

Tools: Online technical references, textbooks, research papers.

- **Research Skills**

 Gathering information on programming best practices.

Tools: Online forums, developer documentation, academic journals.

- **Communication and Collaboration**

Working with a development team to document software APIs.

Tools: Communication platforms (Slack, Discord, Microsoft Teams), project management tools (Jira, Trello).

- **Documentation Tools**

Creating a software user guide.

Tools: Adobe FrameMaker, MadCap Flare, Confluence, Sphinx.

- **Visual Communication**

Designing flowcharts to explain a complex process.

Tools: Microsoft Visio, Lucidchart, draw.io.

- **Programming and Scripting:**

Writing code snippets for programming tutorials.

Tools: Integrated development environments (IDEs), code editors (Visual Studio Code, Sublime Text).

- **Quality Assurance (QA)**

Reviewing technical documentation for accuracy and completeness.

Tools: Issue tracking systems (Jira, Bugzilla), version control systems (Git).

- **Content Management Systems (CMS):**

Managing and publishing technical documentation online.

Tools: WordPress, Drupal, Atlassian Confluence, Git-based CMS (Gatsby, Hugo).

PROFESSIONAL EXPERIENCE

Technical Writer | Turing.com| Palo Alto, California| 05/2022 – 07/2023

- Collaborated with cross-functional teams to create user guides, SEO article and online help documentation.
- Conducted thorough research and gathered information from subject matter experts to create accurate and user-friendly technical content.
- Edited and proofread documentation to ensure clarity, consistency, and adherence to style guidelines.
- Implemented documentation best practices and standards to enhance the overall quality and usability of the company's documentation.

Technical Writer | Hazelbase | San Francisco, California, United States| 01/2023 - 03/2023

- Developed software documentation, including release notes, installation guides, and API documentation.
- Worked closely with software developers and engineers to understand complex technical concepts and translate them into easily understandable content.
- Conducted usability testing and gathered user feedback to improve the effectiveness and usability of documentation.
- Collaborated with cross-functional teams to meet project deadlines and ensure documentation aligned with product releases.

Technical Writer | LinuxStans | Online, LinuxStans.com| 10/2022 - 01/2023

- Created and maintained comprehensive documentation for LinuxStans' software products, including user manuals, installation guides, and API references.
- Collaborated closely with software development teams to gather technical information and ensure accurate and up-to-date documentation.
- Conducted in-depth research to understand complex technical concepts and translated them into clear and accessible content for end-users.
- Developed and maintained a company-wide style guide and documentation templates to ensure consistency and clarity across all written materials.

CONTRIBUTIONS

- **EZPie Project**
  - Collaborated with the EZPie development team to enhance the user experience and functionality of the web application.
  - Implemented new features, such as interactive data visualizations and real-time notifications, using JavaScript and relevant libraries/frameworks like D3.js and React.
  - Conducted thorough testing and debugging to ensure the stability and reliability of the application.
  - Wrote detailed documentation and user guides to assist users in navigating the application's features and functionality.
  - Contributed to the open-source community by submitting bug fixes and feature enhancements through GitHub pull requests.

- **Open-Source Web Project**

  - Participated in an open-source web project focused on building a responsive and accessible website.
  - Collaborated with a distributed team of developers to design and implement the frontend using HTML, CSS, and JavaScript.
  - Developed interactive user interfaces and implemented client-side validation for forms using JavaScript and libraries like jQuery.
  - Optimized the website's performance by analyzing and minimizing resource loading times.
  - Provided feedback and code reviews to fellow contributors, ensuring code quality and adherence to best practices.

- **Open-Source API Project**

  - Contributed to an open-source API project by adding new endpoints and functionalities using Python and relevant frameworks like Flask or Django.
  - Implemented authentication and authorization mechanisms to secure the API endpoints.
  - Conducted unit testing and integration testing to ensure the proper functioning of the API.
  - Wrote comprehensive documentation and examples to guide developers in using the API effectively.
  - Assisted in addressing and resolving issues reported by the open-source community, providing prompt and helpful responses.

EDUCATION

University of Energy and Natural Resource   **Ghana-Sunynai**

BSc. Computer Science   **09/2019 – 10/2023**

SKILLS

- Technical writing (user manuals, API documentation, etc.)

- Editing and proofreading

- Content management systems (CMS)

- Documentation tools: Microsoft Word, Adobe FrameMaker, MadCap Flare

- Strong research and analytical skills

- Attention to detail

- Strong verbal and written communication skills

- Project management
- Familiarity with software development lifecycle (SDLC)