

Zoha Bin Khaliq



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Career Objective

Dedicated and professional technical writer with over 6 years of experience in technical writing. Strong experience in writing internal and external user-friendly documents and documenting complex software documents. Academic background in software engineering in search of a position in an organization that offers professional growth while being resourceful. Quick learner while being flexible and versatile who can quickly adapt to changing environments and team building.

Key Skills

Document 360, Paligo, Adobe Robo help, Sphinx, and MS Modules for documenting
Java, Python, SDLC, Swagger, Oracle, .Net, C++, and HTML
Note/note++ and Dita for XML and JSON
Snagit, screen recoder, Camtasia for screenshots
Draw.io, Visio, and Adobe tools for creating images
Github, devops, drive and planner for maintaining documents
Leadership, teamwork, analytical skills, sentence fragmentation check, grammatic check

Professional Experience

Edetek, New Jersey, US(remote) | June 2023-present

Technical Writer

- Creating well-structured documents with the medical products by making use of DDLC
- Redesigning existing documents to ameliorate readability
- Creating documents using Paligo, Snagit and Camtasia
- Preparation of presentation materials for the company personnel and/or customers.
- Providing necessary training for junior staff
- Creating user guides, API documents, and user videos for pharmaceutical company
- Maintain and develop complex AI concepts and algorithms
- Proofreading documents for compliance
- Gathering information about products from BA, QA, developers and other sources available
- Documenting updated procedures, Software Requirement Specification documents for BAs
- Attending group meetings and actively participating in planning sessions
- Document guides for python developers on Sphinx and upload on GitHub
- Working on different tools such as Paligo, Snagit, MISC- Planner etc
- Coordinate with AI developers and engineers to document complex procedure
- Participating in QA's test tasks when required
- Identifying the psychological portrait of a target audience
- Translating documents to various languages (Chinese, German and Spain) through localization

Croem, Florida, US | August 2022 – June 2023

Technical Writer

- Maintain up-to-date documentation of company processes.
- Working with different tools to perform tasks, such as Snagit, Lucidcharts, postman, Swagger, Grammarly, Visio and many more
- Creating architecture designs such as Kruchten 4+1
- Creating API documents using Swagger and documenting SDS and SDKs
- Documentation of user manuals, business logic, repair documents, and release documents
- Maintaining documentation HUB using HTML, CSS, and Java
- Documenting and publishing files using Sphinx (python)
- Maintaining github repository
- Using Github commands to update documents
- Coordinating with BA's and documenting the data reports from the SIEM tool.
- Making use of the DDLC approach to develop Fintech-based software documents
- Creating technical documents for Fintech software used by developers
- Attaining information from the system analysts priorities of security alerts listed on the SIEM tool.
- Documenting network or security failure report demonstrated by Network Administrator identified on the SIEM tool.
- Using Adobe Robo help to create documentation and use different tools for visual designs
- Documenting repair documents when required and providing release notes when new features are introduced and deployed
- Creating user manuals, procedural guides, and developing guides for ERP-based Software
- Assisting juniors by reviewing their tasks and also explaining to them different writing techniques
- Proofreading the content created and ensuring the flow is understandable
- Communicating with developers and SQAs to create documents for their assistance
- Coordinating with clients and discussing areas of improvements

Skyscrapers, Islamabad, Pak | August 2020 – July 2022

Team Lead of Technical Writers

- Creating user manuals, procedural guides, and developing guides for ERP-based Software
- Creating various documents making use of MLA, APA, Chicago, Harvard, and different other writing styles
- Leading a team of 20 technical writers
- Creating programming modules and user guides
- Maintaining monthly stats of the writers on Excel and google sheets
- Developing strategies with higher management for the company's growth
- Writing websites, blogs, research paper reviews
- Creating user manuals, procedural guides, and developing guides for ERP-based Software
- Documenting updated procedures, Software Requirement Specification documents for BAs
- Developing SRS and API documents
- Communicating with clients to establish technical specifications
- Closely working with the SQA team and helping them create review reports
- Interacting with support and quality assurance team to assist them while dealing with requirements of international clients
- Writing and maintaining blogs and articles.

- Crafting blogs for ESA, Writing 4 Money and different other websites related to AI, machine learning, cybersecurity and healthcare.
- Monitoring new writers and helping them with work-related tasks
- Writing 150 pages monthly of various software modules
- Helping US, Australian and European clients with their academics
- Documenting the company's SOPs and technical procedures
- Creating API documents for rest and soap APIs of different Software
- Handling complex business tasks and working after shifts to achieve team target

International Islamic University, Islamabad, Pak| 2018-2020

Content writer

- Writing blogs, reports, and articles for the university's website
- Proofreading the content before submitting it to senior faculty members
- Maintaining the semester magazine of the Software engineering department
- Organizing the seminars and different competitions in the department

Education

Bahria University, Islamabad, Pakistan

Master of Science in Software Engineering, 2021-2023

International Islamic University, Islamabad, Pakistan

Bachelor of Science in Software Engineering, 2016-2020

Certificates

Technical writing: How to write instructions for everyone on **Udemy** by Leigh Hartzman

Learn API technical writing: JSON and XML for writers on **Udemy** by Peter Gruenbaum

Employee of the month

Team of the month at Edetek

Content writing by **Digiskills**

Student coordinator award in university