

MARYAM MUHAMMAD BASHIR

☎ +1(573)-647-2805 ✉ bashirmaryam21@gmail.com
linkedin.com/in/maryam-muhammad-bashir-6825a4198
Rolla, Missouri, United States.

Technical Communicator

Dedicated Technical Communicator with a strong background in technical writing, customer service, and education. Proven ability to craft clear, concise, and audience-focused technical documents such as reports, proposals, and user guides. Skilled in utilizing tools like Microsoft Word and collaborating effectively across teams. Adept at designing and delivering training materials, ensuring alignment with organizational goals and user needs. Fluent in English, Hausa, and Yoruba, offering multilingual communication capabilities.

SUMMARY OF QUALIFICATION

- Proficiency in Microsoft Word and document design tools
- Technical writing and editing
- Audience analysis and user-focused communication
- Team collaboration and project management
- Good verbal communication skills.
- Ability to work with little or no supervision and maintain a high-level performance.
- Collaborative team player and multitasking skills.
- Customer focus and adaptability to different personalities.
- Organizational and active listening skills.
- Self-motivated, detail-oriented and organized.
- Good analytical and interpersonal skills
- Time management and priority skills.
- Excellent problem-solving skills
- Self-starter and a team player with high levels of energy.
- Fluent multilingual in Hausa, Yoruba, and English.

EDUCATION

M.Sc. Technical Communication Missouri University of Science and Technology, Rolla, MO.	May 2025.
Bachelor of Fisheries Federal University, Dutsin-ma, Katsina State.	September 2018.
Diploma in Information Technology Application HiiT, Kano State - Grade: 4.53/5.0; Distinction	October 2012.

WORKING EXPERIENCE

Missouri University of Science and Technology Instructor – ENGLISH-3560, Technical Writing	Missouri, United States Aug 2023 – Present
<ul style="list-style-type: none">• Streamlined communication with customers by documenting troubleshooting steps and responses in a CRM system.• Resolved over 100 technical queries daily, enhancing user satisfaction with clear and concise instructions.• Developed professional support materials, such as FAQs and email templates, improving team efficiency..• Emphasized the importance of audience analysis, data collection, and collaboration in producing high-quality technical documents.• Integrated technical and visual design principles, such as effective use of headings, tables, and illustrations.	
Lumos Solar Customer Service Representative	Lagos, Nigeria Dec 2021 – Sep 2022
<ul style="list-style-type: none">• Answered questions about the company's products or services.• Resolved issues and troubleshoot technical problems.• Handled customer complaints.• Ensured customer satisfaction and provided professional customer support.• Helped to respond to customer's review.• Responded to customers' queries on all social handles with the appropriate information.• Sent out emails within the company and to partner companies on issues related to products and services.• Built long-term customer relationships, advised customers on purchases and promotions, and routinely answered customer questions regarding merchandise and pricing.	
Dufil Prima Food Plc Nigeria.	Lagos,
Customer Service Officer Generated sales leads that develop into new customers.	Nov 2020 – Dec 2021.
<ul style="list-style-type: none">• Identified and assessed customers' needs to achieve satisfaction.• Maintained a positive, empathetic, and professional attitude toward customers.• Responded promptly to customer inquiries.• Acknowledged and resolved customer complaints.	

- Assisted customers in understanding the company's products inside and out so that they could answer questions.
- Processing orders, forms, applications, and requests.
- Kept records of customer interactions, transactions, comments, and complaints.
- Communicated and coordinated with colleagues, as necessary.
- Provided feedback on the efficiency of the customer service process.
- Ensured customer satisfaction and provided professional customer support.
- Managed incoming calls and customer service inquiries.

Teacher, National Youth Service Corps (NYSC)

Osun, Nigeria

St. Lawrence Middle School

2018 – 2019

- Delivered lessons emphasizing structured communication, enabling students to express complex ideas effectively.
- Designed instructional content and tests that adhered to established educational standards.
- Fostered critical thinking and clear communication through interactive activities.
- Instructed and monitored students in the use of learning materials and equipment.
- Used relevant technology to support and differentiate behaviors.
- Managed student behavior in the classroom by establishing and enforcing rules and procedures.
- Provided appropriate feedback on work.
- Encouraged and monitored the progress of the individual student and used the information to adjust the teaching strategy.

Assistant Presiding Officer (APO II)

Osun, Nigeria

INEC 2019 Election

2019

- Documented and reported voting procedures, ensuring accuracy and transparency in electoral processes.
- Delivered concise instructions to voters, enhancing their understanding of voting procedures.
- Prepared post-election reports, summarizing key findings and operational challenges.

Fish Technician (Internship)

Osun, Nigeria

Solo Agricultural Skill Institute

2019

- Created detailed logs of daily operations, including fish behavior, feeding schedules, and mortality rates, for farm management.
- Assisted in drafting operational manuals for fish care and water quality management.
- Documented experimental findings during trials, supporting improvements in fish farming techniques.

SIWES

Kaduna, Nigeria

College of Agriculture and Animal Science

2015 - 2016

- Harvested and graded plans in the fishery unit and kept accurate and computerized daily mortalities and sales records.
- Monitored the health of the fish and treated them when appropriate.
- Ensured water supply is of enough quality for the stock.
- Possessed stock skills such as fish handle, spawn, and harvest.
- Maintained records of stocks and feed of fish daily and calculated the feed regime.
- Fed and milked cow fed daily feed, disinfected herd house.
- Sterilized and maintained facilities and equipment.
- Reviewed breed and milk production records to determine unproductive bulls and cows that should be sold.

Beltraco Continental Service LTD

Kano, Nigeria

Customer Service Officer

2013 – 2015

- Composed and managed a repository of FAQs, enhancing customer self-service options.
- Authored training materials for onboarding new hires, standardizing team knowledge and improving onboarding efficiency.
- Analyzed call data to identify patterns, contributing to a 20% improvement in response times.
- Identified and implemented a new process plan to improve customer support service.
- Managed a large volume of customer calls in a friendly and courteous manner.
- Helped to welcome and address customers in a friendly and respectful way.
- Handled dissatisfied customers politely and professionally.
- Tracked and followed up on all customer requests promptly.
- Maintained broad knowledge of all company products, services, and promotions.

Teacher

Kano, Nigeria

Sunshine Nursery and Primary School

2011 - 2012

- Designed lesson plans incorporating structured communication techniques for young learners.
- Authored teaching guides to support other educators in adopting effective classroom strategies.
- Created engaging, audience-appropriate materials to foster learning.
- Prepared required reports on students and activities.
- Participated in parent meetings.

- Participated in extracurricular activities such as social, sporting, and student organizations.