

Emma Arakelyan

me@emmatechwriter.com ❖ Armenia (GMT+4)

emmatechwriter.gitbook.io/portfolio ❖ linkedin.com/in/emmatechwriter

SKILLS

- **Skills and tools:** git (GitHub, GitLab, GitBook), Markdown, HTML, CSS, UML, GraphQL/REST API, SQL, Adobe Photoshop, Adobe Illustrator, Figma, Jira, Confluence.
- **Can read code in:** Solidity, JavaScript/TypeScript, Python, SQL.
- **Other/Personal:** Linux fundamentals, Agile.

WORK EXPERIENCE

Advanced Blockchain

March 2022 – June 2022

Technical Writer

- Advocated for, initiated, and performed the migration to the **Docs as Code** approach with **GitHub**, **GitBook**, and **Markdown**. Created contribution guidelines for developers, including a style guide.
- Created and maintained the documentation, including **API** references, for a lending protocol and related services. Communicated with 10+ subject-matter experts, including developers and product managers, in a decentralized team around the globe.
- Designed architecture diagrams and illustrations using **Adobe Photoshop**, **Adobe Illustrator**, and **UML**-based tools.

Atomic Wallet

February 2021 – March 2022

Technical Writer

- Designed and maintained the company's documentation system, a company-wide Plain English style guide, and a knowledge base content strategy. Revised the legacy knowledge base with a novel approach, resulting in a 15% decrease of new support tickets per week.
- Wrote over 100 new articles for the customer knowledge base using **HTML**, **CSS**, and **Markdown**. Produced an accessible security tutorial that was praised by users and collected over 1,800 retweets.
- Crafted and revised the in-app interface copy in collaboration with UX designers.

Freelance Technical Writer

Oct 2020 – Present

- Industry experience: blockchain, data analytics, cyber security, app store optimization (ASO) tools. Projects I worked on include a B2B fraud detection software and a GameFi mobile app.

MISCELLANEOUS

- **Accomplishments:** ranked 1st out of 123 participants in a technical writing course for practicing professionals.
- **Hobbies and interests:** Linux, foreign language learning (French and Finnish), typography.

EDUCATION

Open University, UK

BSc (Hons) Data Science