Emma Arakelyan

Technical Writer

me@emmatechwriter.com | LinkedIn | Portfolio

Experience

Contract Technical Writer, Advanced Blockchain — March 2022–June 2022

· Helped the company adopt the Docs as Code approach (with GitHub and GitBook). I suggested and initiated the migration, performed the initial setup, and created contribution guidelines for developers.
· Interviewed stakeholders to collect product information and liaised with engineers across multiple departments.
· Produced internal and external documentation, including internal developer guides on the codebase and customer tutorials.

Technical Writer, Atomic Wallet — February 2021–March 2022

· Designed the company's documentation system and plain English style guide from scratch, then maintained both.
· Produced internal and external documentation for a variety of audiences, including onboarding guides for new developers, as well as security tutorials for regular users and the support team.

Freelance Technical Writer — October 2020–

Industry experience: cyber security, blockchain, data analytics, ASO.
· Produced technical documentation and UX copy for a range of projects, including a B2B fraud detection tool and a DeFi mobile app.
· Collected information on complex technical topics via stakeholder interviews and personal research.
· Designed and helped maintain several style guides.
· Worked in teams with other technical writers, UX designers, and software engineers.

Skills and tools

Docs as Code, Git, GitHub, GitLab, GitBook, Markdown, RST, HTML, CSS, JavaScript, TypeScript, Python, SQL, MySQL, Adobe Photoshop, Adobe Illustrator, Snagit, Figma

Education

Open University, UK — BSc (Hons) Data Science