

FATIHA NASIR (Technical Writer)

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PROFESSIONAL EXPERIENCE

The Moonshot Factory | Technical Writer, QA & Solutions Engineer **Mar 2022 – Present**

- Authoring and maintaining software products ([Karousels](#), [Kaleidoscope](#), etc), technologies, and tools documentation
- Collaboration with development and product teams to gather technical information and requirements.
- Designing, writing, and editing of the technical documents.
- Maintenance of knowledge base in Confluence for onboarding new developers and users along with development process documentations for all methods and methodologies used in the system.
- Implementation of a documentation version control system to streamline collaboration and track changes.
- Research based and SEO optimized content creation for [LinkedIn page](#).
- QA & QC of software products while collaborating with developers and support teams to gather requirements.
- Weekly detailed QA and bugs reports' management encompassing the testing of all models and pages of the application
- Creation of automated model tests for the software products (using benchmarking app and Python Selenium tests)
- Learning ideas and techniques to automate testing procedures.
- As Solutions Engineer, working on fetching data from source systems like AWS, Azure, SAP, etc. and ingesting the data in hypergraphs.
- Generate data-driven insights and present them to users through various visualizations.
- Working in an Agile development environment and familiarity with Agile tool, i.e. Jira.
- Participation in Agile ceremonies, including sprint planning, daily stand-ups, and sprint reviews.

Nur Interactive | Contractual Technical Writer

Aug 2022 – Oct 2022

- Created and updated Web and Android App based software product ([Onsite](#)) user guides by working in collaboration with developers and understanding the working of applications.
- Conducted regular reviews and updates of existing documentation to ensure accuracy and relevancy.
- Provided screenshots, and best practices documentation to aid end-users in understanding the system.

PnC Solutions | Content Writer

Jan 2022 – Mar 2022

- Researched and created technical articles on various topics including, health, education, science, etc.
- Built high-ranking backlinks for growing websites through quality and SEO-driven articles.

Fiverr & Upwork | Content Writer

Feb 2020 – Present

- Apply strong writing, editing and proofreading skills to create the best possible content.
- Convert video content into blog posts with the addition of researched material and keywords.
- SEO optimization.
- Content writing for [LivingInDallasTexas](#).

Wisdom Bites| Content Writer

Mar 2018 – Aug 2020

- Researched the forums to provide the best solutions based on users' experience.
- Created blog posts having complete information of the issues, finding the root cause and following procedure to solve that issue.
- Latest technology-related articles' writing (introduction, usage and effects).
- Applied strong writing, editing, SEO optimization and proofreading.
- Content writing for [Innov8tiv](#).

EDUCATION

BS, Computer Science | National University of Sciences and Technology (NUST), Pakistan
Jun 2018

Automatic Speech Recognition App (Android App) - Final Year Project

CERTIFICATIONS

- IBM Data Science Professional Certificate | Coursera
- Microsoft Office Specialist (2017) | Microsoft
- Google Analytics | LinkedIn Badges
- WordPress | LinkedIn Badges
- C Programming (2014) | ACM
- Participation in FICS (2018)
- Participation in HULT (2015)
- Search Engine Optimization | LinkedIn Badges

SKILLS

- Technical Writing
- API Documentation
- Quality Assurance documentation
- User guides
- Software documentation
- Documentation Management
- Prompt Engineering
- Version Control
- Collaboration Tools (e.g., Confluence)
- Knowledge Base Management
- Usability Testing

STRENGTHS

- Good communication
- Working independently and in a team
- Passion to learn and implement