

# Samuel Chukwuokezie

## Content and Technical Writer

**Samuel Chukwuokezie**  
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### Skills

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Writing, Editing and verbal communication skills

- Originality and Creativity
- Customer Service
- Organizational skills
- Human Resources Oversight
- Establishing Vision
- Personnel management

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### Experience

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#### Information People Pty Ltd / Content Writer

June 2021 - May 2022

Information People Pty Ltd is a software development company focused on developing enterprise

software solutions for organisations and governments.

- Reviewed research materials and improved efficiency by 33%.
- Provided support for editors and solved editing issues and resolved 98% of queries within one Business day
- Provided creative spark to an otherwise dull and prosaic workforce
- Served as head of creative unit for the company and publishing a book on Amazon
- improved efficiency and workflow by 34%
- Introduced new methods, practices and systems to reduce turnaround time.

#### Editto Consulting/ Technical Writer

March 2020-March 2022

- Served as a focal point for staff requiring priority IT and Technical writing support
- Provided support to 250 staff, including 150 staff located at remote locations
- Resolved 1,234 requests within some business days and improving efficiency and workflow by 34 percent
- Developed knowledge base articles for team onboarding that assisted 370 staff
- Introduced new methods, practices and systems to reduce turnaround time

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## Education

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**University of Benin / B.A Hons. {English and Literature}**

September 2015 - November 2019,

**Mastercard certification for Management**

January 2023- March 2023