

FAITH WACHUKWU

Documentation Engineer · Technical Writer

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PROFESSIONAL SUMMARY

Documentation Engineer and Technical Writer with 3+ years of experience producing developer guides, API documentation, and technical tutorials using docs-as-code workflows. Reduced customer support tickets by 80% through improved documentation. Experienced in cloud infrastructure (AWS, GCP, Docker, Kubernetes) and currently building AI-augmented documentation workflows with prompt engineering and RAG systems.

SKILLS

Documentation & Authoring: Docusaurus, Markdown, GitBook, Mintlify, Hugo, ReadTheDocs, Swagger/OpenAPI, Postman, Structured Authoring

Technical Writing: API Documentation, SDK References, Developer Guides, Technical Tutorials, Release Notes, Information Architecture, Content Strategy, Technical Editing, UX Writing, Developer Experience (DX)

Style & Standards: Google Developer Documentation Style Guide, Microsoft Style Guide, Diátaxis Framework, Docs-as-Code, Accessibility (WCAG basics)

AI & Knowledge Systems: Prompt Engineering, AI-Augmented Writing Workflows, AI-Ready Documentation, RAG (Retrieval-Augmented Generation), Knowledge Base Design, Semantic Search, AI-Assisted Documentation Review, LLM Workflows

Cloud & Infrastructure: AWS (ECS, Lambda, DynamoDB, S3, API Gateway, CloudFormation), GCP, DigitalOcean, Terraform, Docker, Kubernetes

CI/CD & Version Control: GitHub Actions, CircleCI, Travis CI, AWS CodePipeline, Git, GitHub, GitLab

Programming: Python, Golang, Bash

EXPERIENCE

Freelance Technical Writer

Literally

Aug. 2025 – Present

Remote · Oslo, Norway

- Develop AI-assisted documentation workflows for identifying documentation gaps, improving consistency, and reducing manual effort, while maintaining quality through editorial review.
- Collaborate with engineers, product managers, and stakeholders to ensure accuracy and identify gaps in technical content.
- Tailor tone, structure, and depth for diverse audiences ranging from senior developers to non-technical end users.

Documentation Engineer

Clouddley

Jul. 2023 – Dec. 2025

Remote · Delaware, USA

- Collaborated closely with engineering teams to translate technical features into user-friendly documentation and tutorials, resulting in an 80% reduction in customer support tickets.
- Produced comprehensive technical documentation for internal and customer use, enhancing product understanding and user experience.
- Curated and maintained a repository of tutorials and help systems, improving user onboarding and support efficiency.
- Implemented documentation-as-code workflows using Git, enabling version control, peer reviews, and automated publishing processes.

Freelance DevOps Engineer

Nov. 2022 – Jun. 2023

Remote

- Migrated PostgreSQL databases to DigitalOcean Managed Database and authored migration runbooks, ensuring replicability and knowledge transfer across teams.
- Automated CI/CD pipelines using AWS CodeBuild, CodeDeploy, and CodePipeline; documented deployment workflows and infrastructure architecture for cross-team reference.
- Leveraged AWS services (ECS Fargate, DynamoDB, Lambda) to optimize application scalability, creating technical reference documentation for each component.

Junior DevOps / QA Engineer

Grais

Apr. 2022 – Oct. 2022

Remote · New York, USA

- Automated web application packaging and deployment on ECS Fargate using GitHub Actions; maintained internal deployment guides and operational runbooks.
- Orchestrated 3-tier application deployments on AWS (Amplify, Elastic Beanstalk, RDS) and implemented CloudWatch monitoring, documenting operational procedures and integrating various AWS services to meet business and client needs.

Cloud Engineer Intern

She Code Africa Cloud Program

Aug. 2021 – Oct. 2021

Remote · Lagos, Nigeria

- Containerized web applications with Docker, provisioned GCP infrastructure using Terraform, and scripted CI/CD pipelines with Jenkins and CircleCI.
- Automated infrastructure setup using Ansible; documented provisioning procedures to reduce onboarding time for incoming team members.

PERSONAL PROJECTS

AI Changelog Generator

A Python CLI tool that reads git commit history and generates polished, categorized changelogs using Gemini's API or Claude's API. Parses commits, filters noise, groups changes by type (Added, Changed, Fixed, Security), and outputs publish-ready markdown following the Keep a Changelog standard. Includes a --prepend flag for incremental updates and a GitHub Actions workflow for automated release notes.

Portfolio Website (Docusaurus)

A Docusaurus site that showcases my technical writing samples, project documentation, and professional experience. Built with reusable React components and styled for fast, accessible reading, it ships through a GitHub Actions CI/CD pipeline that publishes every change to GitHub Pages automatically.

OPEN SOURCE

Helm Docs — Contributor

Feb. 2026 – Present

CERTIFICATIONS

Kubernetes and Cloud Native Associate (KCNA)

2024

EDUCATION

B.Sc. Biochemistry — University of Port Harcourt

2016 – 2021