

VICTOR O. ADEDOKUN

Technical Writer

Technical Author with training, experience and expertise in writing, engineering, and software development. Familiar with Git, MS Office Suite and authoring tools such as DITA/Oxygen XML and Adobe RoboHelp.



Work History

2016-01 -
2021-12

Copywriter and WordPress Developer

SmartLAB Nigeria

- Led copywriting unit and completed 350+ orders with >80% 5-star reviews
- Utilized exceptional writing, editing and proofreading skills to produce engaging and error-free content.
- Responsible for software documentation per client request
- Responsible for UX writing
- Responsible for API endpoints development per client request

2012-07 -
2016-09

Team Lead – Platinum Segment (MTN Online Center)

CNSSL Contact Center Limited, Ilorin, Kwara

- Responsible for leading team of 20 call center agents towards implementation of online marketing campaigns to drive revenue.
- Oversaw delivery of excellent customer service to MTN's (Nigeria's largest mobile network provider with millions of subscribers) premium customers.
- Contributed to retention of HV customers.
- Implemented Net Promoter Score NPS feedbacks.
- Coordinated call center agents and guided them towards delivery of set targets.
- Responsible for bridging knowledge gaps in offered services/products.



Contact

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E-mail

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WWW

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LinkedIn

<https://www.linkedin.com/in/victor-adedokun-448637>



Skills

Leadership experience across different teams

Good communication skills

Positive attitude

Willingness to learn

2018-02 -
2021-01

International Volunteer Teacher

*ECOWAS VOLUNTEERS' PROGRAMME, Monrovia,
Liberia*

- Helped prepare Liberian senior students for national physics and math exams.
- Increased O'Levels pass rate in Math by 80%.
- Taught physics/math to senior (grades 10-12) students to strengthen national reconstruction efforts in post-war Liberia as espoused by ECOWAS



Education

2021-01 -
2022-01

Master of Science: Computer Science (Software Engineering) DISTINCTION

Staffordshire University - Stoke-on-Trent

2006-03 -
2009-04

Bachelor of Science: Physics

Olabisi Onabanjo University - Nigeria

2003-09 -
2005-05

National Diploma: Electrical Engineering

The Polytechnic Ibadan - Nigeria



Certifications

2022-01

Technical Writing Quick Start Guides (LinkedIn Learning)

2021-09

Learn API Documentation with JSON and XML (LinkedIn Learning)

2015-04

Strategic Customer Focus

2015-01

Time Management Training

2012-07

How May I help You?