Nenad Pajović

Technical writer

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Professional Summary

Accomplished Technical Writer with over six years of experience producing end-user documentation, API reference guides, and knowledge-base content. Proficient in MadCap Flare, Agile methodologies, the software development lifecycle, and docs-as-code workflows. Adaptable to both collaborative team environments and independent writing roles—whether at startups or in large enterprises. Passionate about leveraging Python and AI to automate documentation processes, accelerating delivery and ensuring consistency.

Education

University of Belgrade, Faculty of Philology - English language and literature

Belgrade

Technical writing experience

Senior Technical Writer FIS 05/2024 - Present

- Oeveloping end-user documentation, installation guides, and UI/UX text
- o Created silent installation documentation from a PowerShell script for the Professional Services team
- Continuously working on improving documentation delivery through automating processes by using AI tools to create Python scripts

Technical Writer ThinkBig 07/2023 - 03/2024

- o Developed internal wiki pages for onboarding new software engineers
- Developed from scratch online help for a gamification platform. Initially documented on Sharepoint, then transferred to Zendesk

Technical Writer Grid Dynamics 01/2023 - 06/2023

- o Developed internal documentation for software developers
- o Assisted developers in writing API documentation

Technical Writer Xentral (Remote) 01/2022 - 12/2022

- Developing end-user documentation for an ERP startup based in Augsburg, Germany. Fully remote position
- Together with my colleagues successfully transferred online help from Zendesk to Paligo
- Writing and publishing release notes

Technical Writer FIS 04/2019 - 12/2021

- o Developing end-user documentation
- Created internal wiki pages for technical writers, with rules, best practices, and online resources
- o Maintained internal Sharepoint pages with demos (videos edited in Camtasia)

Technical Writer CallidusCloud (acquired by SAP) 03/2019 - 04/2020

- o Developing end-user documentation
- o Opportunity to learn about DITA documentation approach

Technical Writer eFront 05/2018 - 03/2019

- o Internal transfer from a customer support position
- o Documenting end-user documentation and release notes
- Reviewing UI text

Skills and Certificates

- o Authoring tools: MadCap Flare, Paligo, ClickHelp, AuthorIt, Vale(prose linter)
- o Languages and Markup: Markdown, HTML/CSS, basic Pytho
- o Small projects in Python
- o Content Management Platforms (Confluence, WikiJS, Azure DevOps wiki, Sharepoint)
- Version control systems (Git, SVN)
- \circ Docs-as-code methodology
- o Static site generators (Docusaurus)
- o Languages English, Serbian, German (basic)
- o Microsoft Certified: Azure Fundamentals