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 Philo | logy - English language and literature | Belgrade |
|--|---|--------------------------------|
| Technical writing experience | | |
| Senior Technical Writer | FIS | 05/2024 - Present |
| • Developing end-user documentation, | installation guides, and UI/UX text | |
| • Created silent installation documentat | ion from a PowerShell script for the Professional Services | team |
| • Continuously working on improving | g documentation delivery through automating processe | s by using AI tools to create |
| Python scripts | | |
| Technical Writer | ThinkBig | 07/2023 - 03/2024 |
| • Developed internal wiki pages for onb | oarding new software engineers | |
| Developed from scratch online help Zendesk | for a gamification platform. Initially documented on S | harepoint, then transferred to |
| Technical Writer | Grid Dynamics | 01/2023 - 06/2023 |
| • Developed internal documentation for | r software developers | |
| • Assisted developers in writing API doo | sumentation | |
| Technical Writer | Xentral (Remote) | 01/2022 - 12/2022 |
| • Developing end-user documentation f | or an ERP startup based in Augsburg, Germany. Fully ren | note position |
| • Together with my colleagues successfu | lly transferred online help from Zendesk to Paligo | - |
| • Writing and publishing release notes | | |
| Technical Writer | FIS | 04/2019 - 12/2021 |
| • Developing end-user documentation | | |
| | cal writers, with rules, best practices, and online resources | |
| • Maintained internal Sharepoint pages | with demos (videos edited in Camtasia) | |
| Technical Writer | CallidusCloud (acquired by SAP) | 03/2019 - 04/2020 |
| • Developing end-user documentation | | |
| • Opportunity to learn about DITA doo | cumentation approach | |
| Technical Writer | eFront | 05/2018 - 03/2019 |
| • Internal transfer from a customer supp | port position | |
| • Documenting end-user documentatio | | |
| • Reviewing UI text | | |
| Skills and Certificates | | |

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