

Ivan
Filinkov
Senior Technical
Writer

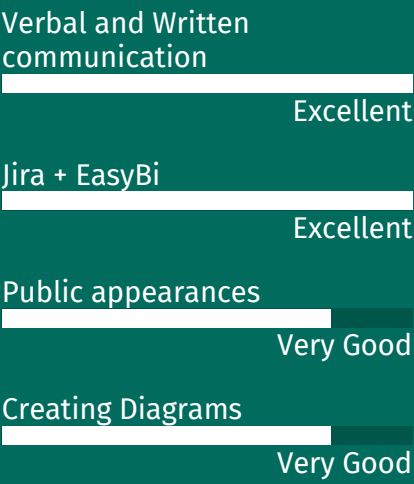
Contact

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Tbilisi Georgia

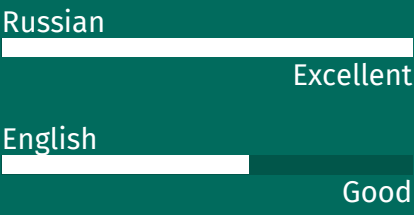
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Skills



Languages



Experienced technical writer with over 4 years of experience. I wrote user guides, reorganized the documentation process, by moving it to Jira. I also transferred documentation from Drupal 6 to Confluence. 2 years ago I've been promoted to Lead Technical Writer and tasked with creating team of 5 technical writers from scratch. In this role, I have hired and trained employees by writing instructions, holding webinars and recording video instructions. 1 employee from my team has been promoted to product analyst.

Work History

2018-12 - 2023-03	<div>Lead Technical Writer</div> <div>r_keeper, Moscow</div> <div>r_keeper is software company with the product, which is used in 65,000 restaurants in 55 countries.</div> <ul style="list-style-type: none">Created and managed team of 5 technical writers under agile methodology;Implemented Jira documentation process with cross validation and EasyBI reports;Established processes and text guidelines for whole company in order to ensuring consistency of texts produced;Writing and reviewing marketing texts for blog, email and social media;Created video tutorials and organized educational meetups.
2017-06 - 2018-12	<div>SEO Consultant</div> <div>Freelance, Remote</div> <ul style="list-style-type: none">Creating Facebook Adv Manager and Google Adwords advertisingBuilding semantic cores for sitesDeveloping Telegram bots.
2013-02 - 2017-05	<div>L2 Support Engineer</div> <div>Onlanta, Moscow</div> <div>Onlanta is part of LANIT, Russia's largest IT company with 14.000 employees and 2,8 bln \$ revenue.</div> <ul style="list-style-type: none">Led team of 10 support engineers: 7 people on 1L and 3 people on 2L. Setting goals, supervision, professional development management, KPIs. Customer troubleshooting;Administered 3 corporate sites: knowledge base, Redmine and VCS system. Generated reports via SQL;Created knowledge base process and instructions which helped to reduce tasks turnaround time.

Certifications

2016-11	ITIL Foundation
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Education

2007-09 - 2012-07	<div>Engineer's Degree, Confectionery Industry</div> <div>Moscow State University of Food Production</div>
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