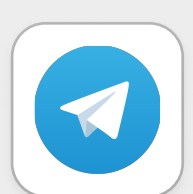


Filinkov Ivan

Senior Technical Writer

Belgrade, Serbia



Telegram



Linkedin



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Summary

I am an Experienced Technical Writer with 6+ years of experience working with texts. I have proficient in user manuals, admin and installation guides, product descriptions, release notes, API references. With a background in technical support, I possess the skills to test APIs, write SQL queries and application testing.

I like to keep things in order, no matter what I'm doing.

Work experience

Senior Technical Writer, 06.2023 — present time

Misty group — a startup within a group of companies. We develop ERP systems for automating veterinary clinics and restaurants.

- Designing the system together with programmers and product manager
- Writing technical specifications for system modules
- Maintaining documentation for existing architecture solution and processes

Lead Technical Writer, 01.2021 — 03.2023

r_keeper (VK, O2O) — Russian biggest restaurant automation software company with over 65.000 restaurants in 53 different countries.

I set up documentation processes and promoted it among users.

- Configured Confluence Server from scratch and organized migration of all documentation to it;
- Implemented a Jira process with text cross validation and reports in EasyBI;
- Wrote and reviewed marketing texts for the blog, email, and social media.
- Established user feedback channels, created 2 Telegram channels, and a documentation chat with a total audience of 700 people.

Technical Writer, 12.2018–12.2020

r_keeper (VK, O2O)

I wrote documentation and personally trained clients, helping them understand our product.

Documentation

- Created a style guide for technical writers. All articles are now written according to it.
- Migrated the knowledge base from an old Windows server to Ubuntu. The loading speed increased by 2-4 times.

Training

- Developed and filmed a series of training videos that eliminated the need for in-person training. The onboarding time for new dealers reduced from 3 to 1 day.
- Made educational courses and tests that helped for the identification of unqualified dealers.

Freelance, 06.2017–11.2018

I created educational courses, email and advertising campaigns and also helped small clients with promotion.

- Creating of educational courses on LMS platform. Holding webinars and video editing.
- Creating mailing lists in Mailchimp and SendPulse.
- Making advertising campaigns on Facebook and Instagram.

Additional Information

Interested in programming, currently learning python.

Education: Specialist degree, MGUPP, 2012. Engineering Technologist

Languages: English — B2, upper intermediate, Russian — native.

Certification: ITIL® Foundation Certificate in IT Service Management, 2016