

Michał Wiejacki

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🌐 Portfolio available on request

💡 Profile

Detail-oriented Technical Writer with a strong foundation in user-centered documentation, digital product communication, and cross-functional collaboration. Skilled in translating complex systems into accessible content and contributing to design and UX discussions. Experienced in Agile environments, technical publishing, and supporting engineering teams at scale. Passionate about open-source principles and elevating documentation as a core part of the product experience.

⚙️ Core Competencies

- Technical & UX Documentation
- Content Architecture (Diátaxis-aware structure)
- Documentation in Agile/Scrum environments
- CMS (AEM, GitHub, Confluence), Markdown, HTML/CSS
- Collaboration with Developers, Designers, and PMs
- Content Governance & Internal Style Guides
- Basic familiarity with CLI, Git, and Linux systems
- Fluent in English & Polish

📁 Professional Experience

Technical Writer

SoftServe / European Patent Office (Remote)

2025 – Present

- Produce and maintain internal documentation and user-facing content for the EPO design system and developer tools.

- Collaborate daily with developers, UX designers, and architects to align documentation with real workflows and technical implementation.
- Write, revise, and structure documentation to improve discoverability and developer onboarding.
- Propose UX/content improvements to web documentation resources and style guides.
- Contribute to internal newsletters and knowledge-sharing initiatives promoting best practices in communication and documentation.

Content Manager & Optimization Specialist

SoftServe / Project for Switzerland's Largest Bank (Remote)

2022 – 2024

- Led and coordinated digital content updates across multilingual websites in alignment with SEO, UX, and accessibility standards.
- Analyzed performance data and proposed structural and content changes to improve user experience and conversion.
- Collaborated with cross-disciplinary teams (engineering, marketing, publishing) to manage high-volume content deployments.
- Wrote, reviewed, and proofed English-language copy for digital channels, ensuring clarity and consistency at scale.

Online Article Translator (PL-EN)

District Museum in Tarnów

2020 – 2021

- Translated exhibition content for the museum's digital archive, ensuring cultural and linguistic accuracy.
- Applied research and contextual understanding to adapt historical material for an international audience.

Education

BA in English Studies

University of Applied Sciences in Tarnów | 2018 – 2022

Dissertation: *“Articulation of High Front Vowel /ɪ/ in Polish Female Learners of English”*

Tools & Skills

- **Documentation Tools:** Google Docs, Markdown, GitHub, CMS (AEM, WordPress), Confluence
- **Design & Collaboration:** Figma (basic), Adobe Creative Suite, Jira, Notion
- **Technical Awareness:** HTML/CSS basics, command line familiarity, REST APIs, Git (basic)
- **Soft Skills:** Clear communication, documentation planning, cross-functional collaboration, problem-solving

Additional Info

- Languages: English (Fluent), Polish (Native)
- Driving License: Category B

Hobbies & Interests

- **Open-source and digital culture** – actively follow developer communities, trends, and tools
- **Video games & storytelling** – lifelong passion for narrative-driven games and creative world-building
- **Social media & content trends** – stay up to date with digital behavior across platforms (Reddit, YouTube, Twitch)
- **Basketball** – play regularly in local leagues, value team coordination and strategic thinking