

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
<ul style="list-style-type: none">Developing end-user documentation, installation guides, and UI/UX textCreated silent installation documentation from a PowerShell script for the Professional Services teamContinuously working on improving documentation delivery through automating processes by using AI tools to create Python scripts		
Technical Writer	ThinkBig	07/2023 - 03/2024
<ul style="list-style-type: none">Developed internal wiki pages for onboarding new software engineersDeveloped from scratch online help for a gamification platform. Initially documented on Sharepoint, then transferred to Zendesk		
Technical Writer	Grid Dynamics	01/2023 - 06/2023
<ul style="list-style-type: none">Developed internal documentation for software developersAssisted developers in writing API documentation		
Technical Writer	Xentral (Remote)	01/2022 - 12/2022
<ul style="list-style-type: none">Developing end-user documentation for an ERP startup based in Augsburg, Germany. Fully remote positionTogether with my colleagues successfully transferred online help from Zendesk to PaligoWriting and publishing release notes		
Technical Writer	FIS	04/2019 - 12/2021
<ul style="list-style-type: none">Developing end-user documentationCreated internal wiki pages for technical writers, with rules, best practices, and online resourcesMaintained internal Sharepoint pages with demos (videos edited in Camtasia)		
Technical Writer	CallidusCloud (acquired by SAP)	03/2019 - 04/2020
<ul style="list-style-type: none">Developing end-user documentationOpportunity to learn about DITA documentation approach		
Technical Writer	eFront	05/2018 - 03/2019
<ul style="list-style-type: none">Internal transfer from a customer support positionDocumenting end-user documentation and release notesReviewing 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](#)