EMILIYA IVANOVA-NIKOLOVA

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CAREER

AUG 2016 – CURRENT
SENIOR TECHNICAL WRITER, VMWARE BULGARIA

- Continually and proactively gather information from software developers, designers, and product managers about new features and upcoming product changes.
- Write helpful, accurate, well-organized, consistent, and highly effective content from scratch.
- Actively participate in agile development team meetings and represent the interests of the product documentation team.
- Test each procedure and workflow to become an expert user, and provide feedback to product development teams.
- Write high quality technical content that effectively communicates complex information clearly and concisely, and without jargon.
- Coordinate closely with the other members of the writing team to ensure consistency in detail, style, and presentation.
- Manage the production, publication, and life cycle of technical information.
- Author structured content in XMetal and Oxygen XML with DITA open standard.
- Use a CMS to manage and deliver the content to technical end users and developers.
- Prepare release notes, installation, configuration, and user guides for the vSphere platform.
- Produce video material for VMware products.
- Perform UI string reviews.
- Create in-product help deliverables (QBL (question-based learning)).
- Lead writer for the Cloud Provider Hub 2.0 and vCloud Availability 3.0 products.
- Provide guidance and mentoring to junior technical writers.

FEB 2013 – AUG 2016
SENIOR TECHNICAL WRITER, MINERVA NETWORKS

- Created installation, upgrade, configuration and user guides, release notes and API reference guides by direct communication with subject matter experts (SMEs) and engineering teams.
- Designed technical drawings and flowcharts to explain complex concepts in the IP-TV field.
- Authored content from scratch and improved existing documentation in Adobe FrameMaker.
- Managed a small team of technical writers ensuring their growth and success.

JUN 2008 – JAN 2013
TECHNICAL WRITER, PROSYST LABS (BOSCH)

- Developed technical documentation for end users and developers in the automotive, mobile and smart home fields.
- Collaborated with the development and support teams in order to translate complex concepts into clear, concise information for the end user.
- Reviewed, modified and edited documents prepared by other members of the writing team.
- Took part in migrating the company's documentation into DITA XML to produce HTML deliverables.
- Designed technical drawings, diagrams and flowcharts to simplify the presented material.

SKILLS

- Flexible, proactive, and self-directed
- Take initiative and work with limited direction
- Multi-task several projects simultaneously
- Comfort with swiftly changing situations
- Project management
- Create training materials
- Knowledge of localization processes
- Work with globally distributed teams
- Experience with cloud services
- Knowledge in Agile Methodologies
- Software Development Lifecycle
- Documentation lifecycle
- Topic-based writing

- MS PowerPoint, MS Visio, MS Word, MS SharePoint
- Adobe Photoshop, Adobe Illustrator, Adobe Dreamweaver, Adobe InDesign, Adobe Acrobat Pro, Adobe FrameMaker
- JIRA, Confluence, Bugzilla
- oXygen XML Author, XMetal Author Enterprise
- Perforce (P4V)
- SnagIt, Camtasia Studio, Camtasia Recorder
- Git and Git with Gerrit
- GitHub
- DITA standard
- Familiar with HTML and CSS
- Document REST APIs

EDUCATION

MAY 2006

BACHELOR OF LIBERAL STUDIES, UNIVERSITY OF MISSOURI ST LOUIS

A combination of Graphic Design and Art History majors.
Minor in Mathematics.

CERTIFICATES

APR 2019

CERTIFIED TECHNICAL COMMUNICATION PROFESSIONAL

Issuing Organization: GASQ, Credential ID: 66115

JUL 2018

ARCHITECTING ON AWS (AWS-ARCH)

Issuing Organization: IT-TRAINING.PRO

AUG 2017

VMWARE VSPHERE: INSTALL, CONFIGURE, MANAGE [V6.5]

Issuing Organization: VMware Inc

SEP 2014

AUTOMATED TESTING (FOUNDATION LEVEL)

Issuing Organization: Pragmatic LLC, Credential ID: 42014071