






# Svetoslav Pandeliev

Technical Writer


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## WORK EXPERIENCE

 **USER ASSISTANCE DEVELOPER**  
**SAP Labs Bulgaria**  
*Oct 2020 onwards*


- Create and maintain developer tutorials.
- Prepare announcement and instructional videos for new documentation features.

 **TECHNICAL WRITER**  
**Effortel Technologies SA**  
*May 2018 to Sept 2020 (2 years 5 months)*

- Draft user guides describing features of software products.
- Generate release notes (RN) in parallel with software releases.
- Prepare arch and sequence diagrams, flowcharts, infographics, and other visuals.
- Review and edit UI strings.

 **PATENT SPECIALIST**  
**SAP Labs Bulgaria**  
*Jan 2015 to Mar 2018 (3 years 3 months)*

- Interview inventors about technical details of novel software solutions.
- Draft patent applications that cover technical aspects, UI look and feel, and functionality.

 **PRE-SALES ENGINEER**  
**Lirex BS**  
*Feb 2013 to Dec 2014 (1 year 11 months)*

- Analyze customer requirements and propose the right solution, based on technical specifications.
- Create detailed technical descriptions of provided solutions.

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## SUMMARY

Curious tech writer with over 7 years of experience in translating complexity. Adept self-learner, accustomed to building up knowledge to ensure efficient communication with subject matter experts. Very good in understanding and successfully implementing new tools and technologies in day-to-day work.

## SKILLS

- Excel in communication with individuals and small groups.
- Work harmoniously and effectively with others.
- Very good at analyzing information.
- Tech-savvy and quick to learn new programs.
- Sensitive to deadlines.
- Track record of successfully handling multiple projects.
- English - proficient user.
- German - basic user.

## EDUCATION HISTORY



**MASTER DEGREE IN E-MANAGEMENT, E-GOVERNMENT**  
**Technical University of Sofia, English Language Faculty of Engineering**  
*Year of Graduation: 2015*

**BACHELOR OF COMPUTER SYSTEMS AND TECHNOLOGY (CST)**  
**Technical University of Sofia, Computer Systems Department**  
*Year of Graduation: 2013*