






Svetoslav Pandeliev


Technical Writer

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WORK EXPERIENCE

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


- Create developer tutorials and videos.

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

- Drafted user guides.
- Generated release notes (RN).
- Prepared diagrams, flowcharts, infographics, and other visuals.
- Reviewed and edited UI strings.

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

- Interviewed subject matter experts (SMEs).
- Drafted patent applications.

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

- Analyzed customer requirements.
- Created technical descriptions.

SUMMARY

Curious tech writer with substantial experience in translating complexity. Adept self-learner, accustomed to building up knowledge to ensure efficient communication with SMEs. 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