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Location
Stockholm, Sweden

MERI MIHAILOVSKI VANCHOVSKA

Content Writer/Technical Writer

SUMMARY

A versatile senior Content and Technical Writer with strong expertise in technical writing, documentation, content creation, and UX writing. Skilled at translating complex information into clear, engaging, and user-friendly content for both technical and non-technical audiences. Experienced in research, information synthesis, stakeholder collaboration, and content strategy, with a strong focus on accuracy, consistency, and audience needs. Proficient in CMS platforms, version control awareness, and AI-assisted workflows to improve efficiency, quality, and content delivery.

WORK EXPERIENCE

Technical Writer-API

Sovos (Fintech) - May, 2022 - Present

As a Technical Writer-API, responsibilities included creating clear and concise documentation for APIs, ensuring developers understood how to effectively use them. Worked closely with engineering teams to gather technical information, developed user guides, and maintained documentation updates. Focused on enhancing user experience and streamlining integration processes through well-structured guides and tutorials.

As a Technical Writer-API, I was responsible for creating clear API documentation, developer guides, and reference materials. Collaborated with engineers and product teams to translate complex concepts into user-friendly content, ensuring accuracy, consistency, and usability for both internal and external audiences.

- Producing technical user documentation for Sovos internal and external APIs
- Responsible for collecting information needed from the development teams
- Testing of new functions and providing a userfriendly perspective.

Technical Communicator

Bambuser (Liveshopping video platform) - December, 2020 - June, 2021

As a Technical Communicator, expertise was applied in creating clear and concise documentation, including user manuals and online help guides. Collaborated with engineers and designers to translate complex technical information into accessible content. Ensured accuracy and usability, enhancing user experience and supporting troubleshooting efforts. Facilitated effective communication between technical teams and end users.

- Producing technical user documentation for the Bambuser products
- Responsible for collecting information needed from the development department, keep online help and user guides updated for every iteration and product release

SKILLS

- Strong ability to present information in a compelling and logical way that captures attention and supports audience understanding
- Ability to communicate ideas clearly, professionally, and effectively through written formats tailored to different audiences and purposes
- Skilled in planning, structuring, and aligning content with business goals, audience needs, and communication objective
- Experience producing structured documentation such as guides, manuals, SOPs, and help articles that support users and teams
- Ability to write concise, user-friendly interface text that improves navigation, clarity, and the overall product experience
- Familiar with content management systems and able to publish, update, organize, and maintain digital content efficiently
- Experience writing optimized web content that improves search visibility while remaining natural, engaging, and useful to readers
- Ability to break down technical or complicated information into clear, accessible language for non-technical or mixed audiences
- Skilled at asking the right questions, gathering technical knowledge, and translating expert input into clear written content
- Experience working effectively with teams across product, design, engineering, marketing, and operations to support shared goal
- Skilled in planning, structuring, and aligning content with business goals, audience needs, and communication objective

SOFTWARE

- Jira
- ASANA
- Confluence
- HTML/CSS
- JAVASCRIPT
- JAVA
- REACT
- Markdown
- DITA XML

LANGUAGES

- Macedonian - First language
- English - Fluent (CEFR level C2)
- Serbian - Fluent (CEFR level C2)
- Swedish - Intermediate

- Testing of new functions and providing a userfriendly perspective
- Teams Interim Scrum Master
- Creating new document structures and assisting other departments in documentationrelated issues.

Communications Manager & Digital Diplomacy Officer

Embassy of the Republic of North Macedonia in the Kingdom of Sweden - September, 2016 - September, 2019

As a Communications Manager & Digital Diplomacy Officer, managed strategic communication initiatives, enhanced digital presence, and fostered international relationships. Developed cohesive messaging, coordinated media outreach, and leveraged digital platforms to engage diverse audiences. Ensured alignment with organizational goals and promoted cross-cultural understanding through diplomacy and effective communication strategies.

- Communications manager for political projects and campaigns
- Strategic planning of communications
- Development and coordination of events management
- Execution and coordination of action plans and budgets
- Digital diplomacy, media engagement and stakeholder engagement.

Social Media Marketing Manager

Rumble (Video platform) - September, 2015 - September, 2016

As a Social Media Marketing Manager, responsibilities included crafting engaging content, analyzing campaign performance, and managing platforms to enhance brand presence. Collaborated with cross-functional teams to align strategies and drove audience engagement by utilizing data-driven insights and creative storytelling. Prioritized adapting to trends and optimizing digital marketing efforts for greater reach.

- Developed a social media strategy to increase following
- In charge of Social Customer Experience & Engagement
- Spearheaded a viral campaign for the company
- Worked on business development strategy
- Managing junior social media managers.

EDUCATION

Software development academy Computer Software Engineering | 2019

KTH Royal Institute of Technology, Stockholm

Bachelor of Social Science | 2013

Ss. Cyril and Methodius University in Skopje, Skopje