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**Web**

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**Location**

Stockholm, Sweden

SKILLS

- Strong proficiency in project management software and collaboration tools (e.g. Jira, Asana)
- Advanced proficiency in project management methodologies (e.g., Agile, Waterfall, Scrum, SAFE)
- Expertise in risk assessment and mitigation strategies throughout the project lifecycle
- Competence in stakeholder management and effective communication techniques
- Advanced proficiency in content management systems (CMS) and documentation tools, such as DITA XML.
- Strong knowledge of software development life cycle (SDLC) processes and the ability to effectively integrate documentation into agile or waterfall workflows.
- Expertise in testing and creating test cases in Postman, with experience across the full testing lifecycle from requirements analysis and definition through test design and execution.
- AI proficiency and prompt writing skills for managing documentation and collaborating with development teams.
- Advanced understanding of user experience (UX) principles and the ability to design intuitive, accessible, and user friendly documentation layouts.

MERI M. VANCHOVSKA

Senior Technical Writer

WORK EXPERIENCE

Senior Technical Analyst / Senior Technical Writer

Sovos (Fintech) - May, 2022 - Present

As a Technical Writer, 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.

Beyond hands on writing, I trained junior team members, integrated AI driven tools and workflows to improve productivity, consistency, and content quality.

- Produced technical user documentation for Sovos internal and external APIs
- Tested new functionality and provided a user friendly perspective
- Generated Postman samples
- Mentored junior technical staff and supported onboarding initiatives
- Coordinated delivery between engineering, product, and business stakeholder
- Validating business flows and API calls to ensure quality and usability

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.

- Ensured accuracy and usability, enhancing user experience and supporting troubleshooting efforts
- Facilitated effective communication between technical teams and end users
- Produced technical user documentation for the Bambuser

AI

- Claude + Cowork
- Devin
- Microsoft Copilot

SOFTWARE

- Jira
- Asana
- Confluence
- HTML/ CSS
- Javascript
- Typescript
- Java
- React
- Markdown
- DITA XML
- SQL
- GitHub
- Postman

LANGUAGES

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

products

- Gathered information from the development department, kept online help and user guides updated for every iteration and product release
- Tested new functionality and provided a user friendly perspective
- Teams Interim Scrum Master
- Created new document structures and assisted other departments in documentation related 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, I 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
- Managed junior social media managers

EDUCATION

Software development academy Computer Software Engineering | 2019

KTH Royal Institute of Technology, Stockholm, Stockholm

Social Scince | 2013

Ss. Cyril and Methodius University of Skopje, Skopje