



Petko Mikhailov

API Documentation Specialist / Technical Writer

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SUMMARY

Technical writer with 10+ years of experience creating user documentation (both internal and client-facing). I write for many different audiences, but my specialty is highly technical content for IT professionals, like developers, sysadmins, and database experts.

I have planned, created, and managed documentation projects from scratch to completion, as well as developed further legacy documentation created by others. My experience also includes supervision of small teams of techwriters and working in international settings with remote team members (both subject matter experts and content contributors).

PROFILE

IT Documentation Specialist

- **Extensive technical writing experience** related to both software and hardware products
- **10+ years of writing for specialized IT audiences (developers, admins)**
- Most of my roles involved **creating and editing API documentation**
- 5+ years working in Agile development teams
- Project management skills acquired as both team leader and freelancer
- Excellent translation and localization skills rooted in both education and practice
- Expert in documentation development tools (RoboHELP, Help & Manual, and others)
- Practitioner of structured writing methodologies — IM, EPPO, XML-based (DITA)

SKILL SET

TECHNICAL SKILLS

Professional use of the main job-specific (for compiled/browser-based online help, PDF, HTML) and the most common general business software.

- **Help development packages:** RoboHELP, WebWorks Publisher, DocumentX, Doc-to-Help, Help & Manual, MS HTML Workshop, ProProfs
- **Text Editors** MS Word, FrameMaker
- **Software development environments:** MS Visual Studio, Java NetBean, VisiLab
- **Web development languages:** HTML, XML, CSS, Markdown
- **Web 2.0 CMSs:** Confluence, Contentful, WordPress, Joomla, Drupal
- **Static web site generators:** Jekyll, DocPad
- **Source control platforms:** SVN, TFS, GitHub
- **Process management platforms:** JIRA, Office 365, SharePoint

WRITING SKILLS

Writing skills fundamentally based on an MD in Linguistics, specialized training, and rich experience.

- 20+ year background of using English as primary work language
- Expertise in structured writing from formal training and practice
- Ability, gained from experience, to read and understand programming code
- Have written documentation for both US and EU markets, as well as for global audiences
- Job-specific interpersonal skills
- Appreciative of the managerial and commercial objectives through the perspective of an MD in Marketing and Management

PROJECT MANAGEMENT SKILLS

Skills in managing documentation projects from concept to completion including:

- Audience research and user needs analysis
- Analysis and organization of existing documentation
- Content planning
- Project scheduling and implementation control
- Managing the interaction with subject-matter experts and support specialists for maximum results and time efficiency
- Project resources allocation for teamwork
- Management and supervision of technical communication project teams
- Content updates planning and implementation

EXPERIENCE

2006 to present

**FREELANCE DOCUMENTATION SPECIALIST****REPRESENTATIVE CLIENTS:**

Wiley Publishing, www.wiley.com
 IRM, www.i-r-m.com
 Verasoft, www.verasoft.com
 MINA Inc., www.batm.com
 Ontotext, www.ontotext.com

- Authored a book of the *For Dummies* series – [KORVUE for Dummies](#).
- Participated in a team localizing a German CAD system (C.A.T.S. – www.cats-software.com) to International English as English language editor of the user documentation. (Through IRM.)
- Developed the online help system for a complex business suite, KORVUE (www.korvue.com) and several print manuals (for Verasoft).
- Migrated existing documentation to a single-source system (Doc-To-Help) (for MINA Inc). This reduced the amount of work needed to maintain and edit documentation by more than half.
- Worked on the user documentation for OWLIM – the fastest large-scale semantic repository to date – and made a complete documentation overhaul.

2016 to present

SENIOR TECHNICAL WRITER

Vayant
 US software developer (passenger aviation)
www.vayant.com

Bringing existing legacy content up to date. Complete overhaul of the existing customer documentation. Transitioning to topic-based authoring and controlled vocabulary. Migrating user documentation to the web. Scrum development environment, [tribe structure](#).

2014 to 2015

SENIOR TECHNICAL AUTHOR

Miracl
 UK software developer, formerly CertiVox
www.miracl.com

Writing technical content and managing the user documentation for the company's products (secure authentication and cryptographic engineering products). Created a coherent and maintainable documentation library out of the internal developer documentation. Documented APIs and server-side configurations (Linux, AWS). Worked within Scrum development environment.

- Migrated user documentation from Confluence to ProProfs
- Established the documentation production process
- Introduced topic-based content structure
- Certification in Cryptography (see [COURSES AND CERTIFICATES](#))

2011 to 2014

SENIOR TECHNICAL WRITER

Infragistics
 American software developer
www.infragistics.com

Directed the Product Guidance writing staff to produce clear, effective, and professional product documentation (mainly API documentation for .NET, XAML, and iOS platforms). Worked with distributed teams in Scrum development environment.

Responsibilities:

- Overseeing and participating in the planning of the help content
- Overseeing the API documentation process and the interaction with the Engineering department
- Upholding the writing style and content formatting standards
- Mentoring a largely ESL writing staff on writing and establishing best practices for documentation
- Copyediting and ensuring quality of written documents
- Helping crafting and instituting documentation creation and review process
- Recruiting, interviewing, and assessing applicants for the Product Guidance department
- Training the Product Guidance staff and the Technical Editors

Achievements (*The following has been introduced by me and adopted by company.:*)

- An advanced methodology for structured writing
- Structured content templates
- Documentation planning process and content plans
- Editing process specific to the subject matter
- Periodical technical writing trainings for the Product Guidance developers

2004 to 2006	TECHNICAL WRITER AND HELP SYSTEMS DEVELOPER <i>Frontline Systems</i> American software developer, www.solver.com	Developed online help for APIs for mathematical optimization/simulation for the following languages: Visual Basic, VB.NET, C/C++, C#, Java, and MATLAB.
2003 to 2004	SENIOR TECHNICAL WRITER <i>MINA Inc., BG office of BATM and Telco systems</i> Israeli manufacturer of network devices, www.batm.com	Wrote end-user manuals, installation guides, and application notes targeted at system administrators. Co-planned documentation projects and supervised the local technical writing team (me and two subordinates) and coordinated work with the overseas team (located in Israel).
2002 to 2003	CONTRACT TECHNICAL WRITER <i>Applicata Inc.</i> Bulgarian company, ISO9001 certified, www.applicata.bg	Developed online help for a custom programming environment in Tcl and for a commercial procurement system.
2000 to 2001	TECHNICAL WRITER AND HELP SYSTEMS DEVELOPER <i>SoftFactory Belgium-Bulgaria Inc.</i> Joint-stock software developer, now out of business	Created end-user online documentation for several web-based projects .
1998 to 1999	TECHNICAL WRITER AND HELP SYSTEMS DEVELOPER <i>Brolin Software</i> American corporate software developer, www.brolin.net	Created end-user documentation for several software products targeted at the US corporate market. Sole writer covering all development teams.

COURSES AND CERTIFICATES

2015	CRYPTOGRAPHY I <i>Stanford University</i>	Six-week online course delivered by Coursera.org. Certificate...
2014	MODEL THINKING <i>University of Michigan</i>	Ten-week online course delivered by Coursera.org. Certificate...
2013	INFORMATION MAPPING FOUNDATION <i>Information Mapping International</i>	An online course in the IM structured writing methodology. Certificate...

EDUCATION

1994 to 1999	MANAGEMENT AND MARKETING (Post-Graduate Degree) <i>Technical University</i>	
1983 to 1989	PHILOLOGY (Master Degree) <i>St. Kliment Ohridski University of Sofia</i>	Majors in linguistics and English language. Specialization in computational linguistics. Graduation paper: <i>The PE-2 Text Editor and Its Programming Language. An Assessment From a Linguistic Viewpoint.</i>

PROFESSIONAL AFFILIATIONS



TEKOM EUROPE (European Association for Technical Communication)

Membership #66378.