

Mirjana Erić

TECHNICAL WRITER

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Technical writer with 11+ years creating software development documentation for SaaS and enterprise products. I turn complex technical concepts into clear, structured content for developers and end users, and work fluently in AI-assisted documentation workflows.

EXPERIENCE

BillingPlatform · Remote (USA), B2B · Contract

2024 – Present

Technical Writer — Platform Documentation

- Deliver and maintain platform documentation, plus other documentation as needed, for a SaaS billing platform — one of five technical writers on the Product team.
- Publish on monthly release cycles, working in ClickHelp.
- Use the company's Claude workspace for drafting, style application, and QA / accuracy checks.

ASW Inženjering · Belgrade, Serbia

2022 – 2023

Technical Writer — Knowledge Base Project

- Designed and implemented a new document structure in the documentation management platform.
- Migrated and converted legacy documentation to Markdown.

SKS365 (Malta) · Belgrade, Serbia

2015 – 2022

Technical Writer & Knowledge Base Manager

- Delivered documentation for an international sports-betting and gaming operator as part of the Release Management team.
- Produced release notes and product documentation on two-week release cycles; maintained the Confluence knowledge base.
- Designed Jira ticket templates that streamlined release-management workflows.
- Established the company's IT onboarding system.

DOCUMENTATION TYPES

Integration guides · User guides & manuals · Release notes · Configuration guides · Onboarding documentation · API docs (beginner level)

TECHNICAL SKILLS

Platforms: Confluence, ClickHelp, Jira

Markup & formats: Markdown, HTML

Tools: draw.io, Paint.NET, Google Workspace, Microsoft Office

Domain: SaaS platforms, software development documentation

AI-assisted work: Claude — ticket clarification, drafting, proofreading, style application, QA / accuracy checks

EDUCATION

University of Belgrade — Italian Language and Literature, coursework (English as second foreign language)

College for Foreign Students, Crawley, England — English language course