



Erik Feher

Senior Technical Writer

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GitHub: <https://github.com/erofeher> | Portfolio: <https://erofeher.github.io>

Summary

Senior Technical Writer with 9+ years of experience delivering API, SaaS, and cloud documentation in Agile environments. Proven ability to translate complex technical concepts into clear, user-focused content for developers and end users. Experienced in collaborating with cross-functional teams and leveraging AI tools to streamline documentation workflows, improve consistency, and accelerate content delivery. Portfolio available showcasing API documentation and writing samples.

Experience

Senior Technical Writer – Ness Slovakia (2018 – Present)

- Delivered API, SaaS, and user documentation using Markdown (VSCode) and MadCap Flare.
- Collaborated with engineering and product teams to define documentation requirements.
- Developed documentation frameworks to improve content consistency and usability.
- Leveraged AI tools (GitHub Copilot, ChatGPT) to accelerate documentation workflows and improve efficiency.

Technical Writer – IPSoft Slovakia (2015 – 2018)

- Created API documentation, user guides, and process documentation for enterprise systems.
- Designed and implemented documentation processes for international customers.

- Used Git-based workflows and Markdown for version-controlled documentation.

Head of Team – T-Systems Slovakia (2010 – 2015)

- Managed team operations, customer communication, and service delivery processes.
- Led process improvements in monitoring and infrastructure projects.

Skills

Documentation & Publishing

- MadCap Flare (Advanced) – Creating and publishing structured HTML documentation and user guides.
- Markdown / HTML (Advanced) – Writing structured, maintainable documentation content.
- VSCode (Advanced) – Authoring and managing documentation in Markdown-based workflows.

Version Control & Workflow

- GitHub / GitLab (Advanced) – Managing documentation using Git-based workflows and version control.
- Documentation-as-Code – Maintaining structured documentation in collaborative environments.

Knowledge Base & Support Content

- Zendesk (Advanced) – Managing and maintaining knowledge base content.
- Intercom (Advanced) – Creating and structuring customer-facing help center content.

AI-Assisted Documentation

- GitHub Copilot (Advanced) – AI-assisted content creation and documentation drafting within development workflows.
- ChatGPT (Advanced) – Supporting documentation workflows, content structuring, and editing.

Multimedia & Training Content

- Camtasia (Advanced) – Creating video tutorials and training materials for documentation.

Education

Gymnasium – Trebišov, Slovakia
Keighley College – UK (Informatics)

Languages

English (C2), German (B2), Slovak (Native)