NATAŠA MOORE

TECHNICAL WRITER

natasha.k.moore@outlook.com │ 07305 207685 │ Reading, UK

Detail-oriented bilingual Technical Writer with a Master's degree in English and 3 years' experience in documenting complex fintech software. Skilled at developing product documentation for multiple projects using docs-as-code, MadCap Flare, Confluence, and Word, while adhering to company style guides and strict project deadlines. Experienced in working with cross-functional teams in a fast-paced Agile environment.

WORK EXPERIENCE

Technical Writer, Partner Engineering │ Checkout.com   July 2021–present

- Collaborate with Product, Partner Engineering, and external development teams to create and update product documentation for internal stakeholders.
- Work closely with the Docs team to create, review, and publish merchant-facing documentation (checkout.com/docs and api-reference.checkout.com).
- Create and set up Jira projects for Partner Engineering to improve team efficiency and increase the visibility of merchant requests and their progress.

Technical Writer │ FIS   April 2019–June 2021

- Collaborated with multiple cross-functional teams to create and update product documentation (user guides, installation guides, release notes, online help files).
- Tracked and monitored 250+ Jira development tickets per software release to ensure that all relevant software changes are appropriately documented.
- Updated, reviewed, and published 25+ documents per release in line with the company style guides.

Literary Translator │ Dereta Publishing Company   Dec 2012–Dec 2018

- Translated five 350+ page books from English into Serbian:
  Mindhunter by John Douglas │ *The Buried Giant* by Kazuo Ishiguro │ *History of Film* by David Parkinson
  The Youngs: The Brothers Who Built AC/DC by Jesse Fink │ *The House of Mirth* by Edith Wharton

Proofreader (part-time) │ MyTrendyPhone   Feb 2018–June 2018

- Improved product descriptions by correcting errors in grammar, spelling, punctuation, style or accuracy.
- Trained content writers on the most common grammatical errors.

Customer Support Representative and Mentor │ Sitel   Sep 2015–Jan 2018

- Resolved 60+ customer queries daily via telephone and email and mentored new hires.
- Wrote and edited internal procedure guides and email templates, resulting in higher team quality scores.
- Named Top Performer of the month 12 times after exceeding all monthly key performance indicators.

TOOLS AND TECHNOLOGIES

AccuRev │ Adobe Acrobat │ Confluence │ Git │ GitHub │ Jira │ Looker │ MadCap Flare │ Markdown
MS Office │ MS Teams │ Slack │ Snagit │ TortoiseSVN │ VS Code │ Zoom

EDUCATION

Master of Arts in English Language and Literature

June 2012 │ University of Belgrade │ Belgrade, Serbia

Equivalent to UK Framework Level: RQF Level 7, as certified by UK National Recognition Information Centre

KEY SKILLS AND COMPETENCES

- Excellent writing, editing, and proofreading skills
- Ability to research, synthesise, and analyse information
- Critical thinking, analytical reasoning, and problem-solving skills
- Strong attention to detail and ability to spot easy-to-miss errors
- Willingness to learn and understand complex and unfamiliar concepts

PROFESSIONAL DEVELOPMENT AND CERTIFICATION

- Global TESOL College: Advanced Certificate in Teaching English to Speakers of Other Languages (2015)
- Association of Scientific and Technical Translators of Serbia: One-year course for scientific, technical, and court translators (2011–2012)