



SUMMARY

Dedicated technical writer with 15 years of global experience seeking to apply expertise in engineering and/or software documentation, user manuals, and/or API documentation. Striven towards delivering high-quality technical documentation that enhances user understanding and product usability.

Tools and Expertise

- MadCap Flare
- SolidWorks 2022
- Adobe Suite
- Microsoft Office Suite
- Keyshot 2023
- DaVinci Resolve
- SharePoint

Documentation

- Technical Specifications
- Installation Guides
- HW Maintenance Guides
- Software Guides
- Vectorized illustrations from Solidworks

Languages

- HTML
- CSS
- Javascript

HIGHLIGHTS

- Specialist in turning complex technical information into user-friendly guides and overviews.
- Experience working closely with developers, engineers, customer success, and training teams to create and/or convert documentation as an integrated part of the development process.
- Global experience working on multinational teams, involving English, Spanish, Japanese, and Portuguese.

PROFESSIONAL EXPERIENCE

SITA
Burlington, Canada
Jun-2017 – Present

Senior Technical Writer

Key Responsibilities

- Develop comprehensive end user documentation, duly allocating them in SharePoint.
- Collaborate closely with cross-functional specialists, including engineers, product managers, and quality assurance testers to ensure accuracy and completeness of technical documentation.
- Use of SolidWorks to work with product design and graphic acquiresments
- Read and create mechanical drawings (vectorized images, dimensions, branding, etc.).
- Use of MadCap Flare to convert existing documents into HTML based documents, link video tutorials, and make available for end users in a web based platform.
- Record video tutorials based on existing maintenance guides
- Coordinate with approval agencies for certifying products to be compliant with required international Norms.

Key Achievement/Projects

- Completed documentation for approximately 50 products, exceeding 250 documents.
- Document conversion and video tutorial linking for 20 products.
- Acquire agency approvals for 10 full products and their configurations.

ALEJANDRO CACERES

TECH WRITER, INFORMATION ARCHITECT

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Solutia SDO Limited
Toronto, Canada
Mar 2017 – Jun 2017

Technical Writer

Key Responsibilities

- Interview bank employees and document their procedures in agreement to the company templates and writer's style guide.

Key Achievement/Projects

- Always kept high metrics and worked under pressure.

**Associated Universities
Inc (ALMA Project)**
Santiago, Chile
Dec 2007 - Feb 2016

Document Specialist / Webmaster

Key Responsibilities

- Write, edit, proofread, and coordinate the production of documents and graphics for the observatory's construction phase documentation, always abiding by company policies, and in conformance to company template through the use of a Jira ticketing system.
- Get feedback from Engineer(s) and/or scientists when writing manuals and procedures
- Prepare cost estimates with department planners.
- Go by scheduled Gantt chart, monitoring document approvals and decision deadlines
- Close work through Jira tickets and wiki pages to keep track of company's resource files
- Document control and configuration in company's document repository
- KPI Report monthly generation through SAP Crystal Reports – Business Intelligence
- Main division web page management, editing, and design through HTML and CSS.

Key Achievement/Projects

- Assisted in writing every engineering related procedure and test report for 66 antennas, averaging to 1500 documents.
- Created great majority of document templates for users and tutorials, duly providing them with online video tutorials and training on-site.
- Processed and organized all documentation for the Construction Phase with one single document matrix.
- Organized and portrayed every antenna's documentation into ALMA's wiki page

ACADEMIC

2024
2013
2011

Project Manager Certification
Webmaster Specialization
Post degree in Web Design and Development
Linguistic Translations in English-Spanish-Japanese
Advanced Crystal Reports training
AutoCad 2007
Advanced Japanese Course
Basic – Interm Japanese

McMaster University
Mac Academy
Universidad del Pacifico

2006

Universidad de Santiago de Chile

2014
2008
2000
2000

Sonda
Pontificie Universidad Católica de Chile
University of Toronto
George Brown College