

# ALEX CACERES

## PROFESSIONAL RESUME

Southern Ontario / Hybrid

416-897-1644

[caceresalexj@gmail.com](mailto:caceresalexj@gmail.com)

[linkedin.com/in/alejandro-caceres](https://linkedin.com/in/alejandro-caceres)



**SUMMARY** Results-driven Technical Writer and Engineering Technologist with 15+ years of experience creating, managing, and standardizing technical documentation for complex hardware and software systems.

Adept at translating highly technical concepts into clear, structured, and developer-focused content. Skilled in DITA/XML structured authoring, Git-based version control, and Markdown documentation, with a proven ability to collaborate cross-functionally with engineers, developers, and product teams.

Strong foundation in API-driven documentation, modular content strategies, and usability-focused design that enhances developer onboarding and supports continuous integration of new technologies. Known for improving documentation discoverability and simplifying engineering workflows through clarity, structure, and precision.

### CORE SKILLS

#### Technical Documentation

- **Developer & API Documentation:** Markdown, Git, DITA/XML, HTML/CSS
- Information Architecture & Modular Content Strategy
- Cross-functional Collaboration with Engineering, QA, and Product Teams
- Version Control & Documentation, Reuse, Teamcenter, SharePoint, Confluence
- **Technical Illustration & Media:** SolidWorks, KeyShot · Adobe Illustrator
- Problem-Solving & Continuous Improvement
- Multilingual Communication (EN, ES, PT, JP, FR)
- Strong User Empathy & Developer Experience Focus

### PROFESSIONAL EXPERIENCE

#### Senior Technical Writer

SITA – Burlington, Canada | Jun 2017 – Present

*Global leader in air transport communications and IT solutions*

##### **Assigned Tasks:**

- Develop and maintain comprehensive documentation for advanced electromechanical and IT systems used in airport automation — bridging engineering, manufacturing, and software integration environments.
- Authored and managed end-to-end documentation suites, including API references, installation guides, and service manuals, tailored to global client requirements.
- Led the migration to DITA/XML structured authoring, enabling modular reuse, translation efficiency, and Git-based revision control.

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- Collaborated with cross-functional teams (engineering, QA, software integration) to ensure documentation accuracy and consistency.
- Created and maintained illustrations, schematics, and system diagrams to support developer and integrator comprehension.
- Streamlined document organization and repository architecture to enhance discoverability and onboarding for global technical audiences.
- Produced video tutorials and training assets to support developer and production readiness.

### ***Key Achievement and Projects***

- Delivered 250+ manuals and QA documents supporting large-scale technical deployments.
- Reduced revision cycles by 30% through workflow and review process optimization.
- Championed cross-team standards ensuring content quality matched product maturity.

### **Senior Technical Writer / Document Specialist / Webmaster**

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

***International science and research collaboration with AUI/NRAO/ESO***

#### ***Assigned Tasks:***

- Developed and maintained engineering documentation for aerospace-grade instrumentation and control systems within a multi-disciplinary, research-driven environment.
- Authored structured content (DITA/XML, HTML) and technical integration guides for control software and electromechanical subsystems.
- Managed 1,000+ controlled documents in compliance with S1000D and MIL-STD frameworks.
- Trained engineers in XML-based authoring and documentation workflows.
- Supported testing and validation teams through procedural documentation, visual schematics, and modular publishing frameworks.
- Facilitated bilingual technical communication across English- and Spanish-speaking teams.

#### ***Key Achievements and Projects:***

- Improved documentation accessibility and review turnaround by 30%.
- Supported transition from prototype systems to operational infrastructure through validated documentation processes.

### **ACADEMIC BACKGROUND**

- Project Management program – McMaster University (2025)
- Webmaster Specialization – Mac Academy (2013)
- Post-degree in Web Design and Development – Universidad del Pacifico (2011)
- Linguistic Translations in English-Spanish-Japanese – Universidad de Santiago (2006)