



**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.

<b>CORE SKILLS</b>	<b>Technical Documentation</b>	<ul style="list-style-type: none"><li>• <b>Developer &amp; API Documentation:</b> Markdown, Git, DITA/XML HTML/CSS</li><li>• Information Architecture &amp; Modular Content Strategy</li><li>• Cross-functional Collaboration with Engineering, QA, and Product Teams</li><li>• Version Control &amp; Documentation, Reuse, Teamcenter, SharePoint, Confluence</li><li>• <b>Technical Illustration &amp; Media:</b> SolidWorks, KeyShot · Adobe Illustrator</li><li>• Problem-Solving &amp; Continuous Improvement</li><li>• Multilingual Communication (EN, ES, PT, JP, FR)</li><li>• Strong User Empathy &amp; Developer Experience Focus</li></ul>

## 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.



- 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)