

Summary

Documentation Leader & Project Manager

Having led remote teams and created hundreds of knowledge-base articles, I blend project management expertise with strong communication skills to deliver clear, user-focused documentation. My background in teaching has honed my ability to explain technical concepts in a straightforward, engaging way, while my experience in Agile workflows and WYSIWYG/doc-as-code tools ensures a smooth, efficient writing process.

Experience

Superna

Documentation Team Lead

<https://superna.io/>

November 2023 - February 2025

Remote

- Drafted writing standards for the company, as well as standards for images and diagrams.
- Effectively communicated complex concepts in simple terms through clear writing.
- Led a team of two other writers and provided guidance through various obstacles.
- Coordinated communication between the Docs team and other coworkers.

Traze

Documentation Engineer

<https://www.trazesoft.com/>

November 2020 - November 2023

Remote

- Planned, designed, and created Knowledge Base for Traze web and mobile apps.
- Worked constantly alongside Subject Matter Experts to enrich Knowledge Base.
- Developed Troubleshooting section in Knowledge Base as personal project.
- Implemented new workflow; ensuring that the Documentation receives better, more detailed input, and produces a more trustworthy output which must be checked for quality after the final step.
- Created the concept of Macro-Articles for the company Knowledge Base, which encompass larger processes that involve multiple modules, and enable us to link to Micro-Articles for further detail.
- Recognized by a client for delivering high-quality documentation, leading them to choose my work over hiring an external documentation firm.

TWL S.A.S.

Internal Control Manager

<https://thewebcamlab.com/en/>

January 2020 - November 2020

Cali, Colombia

- Identified control gaps in processes, procedures and systems through in-depth research and assessment and suggested methods for improvement.
- Performed strategic planning, execution and finalization of audits.

TWL S.A.S

Project Management Coordinator

<https://thewebcamlab.com/en/>

December 2018 - January 2020

Cali, Colombia

- Worked hand-in-hand with board of directors to audit entire staff and keep all departments working in optimal manner.
- Implemented quality assurance system for company projects.
- Led team of over 52 people focused on 13 different projects.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.

Projects

Superna Documentation Rebuild

Use the outdated legacy documentation to produce a new set of docs

<https://docs.superna.io/>

November 2023 - February 2025

- Writing guidelines designed
- Applied docs-as-code workflow
- 100+ articles
- Led a team of 2 other writers

Traze Documentation

Portal from scratch

<https://trazedocumentation.refined.site/space/TKDB>

November 2020 - November 2023

- Writing standards designed
- Image (and image marking) standards designed
- Confluence used
- 250+ articles created
- Still in use today by the company

Skills

Optimization of Processes and Tools

WYSIWYG Editors

Docs-as-Code Methodology

Attention to Detail

Teaching and Seminar Leading

Education

EAFIT University

Production Engineering

4.15 GPA

Bachelor of Science

Languages

English

Native

Spanish

Native