GUIDO D'ALESSANDRO

San Antonio, TX • guiducho@comcast.net • LinkedIn

Bilingual Technical Writer & Remote Communications Specialist

Professional Summary

Bilingual technical writer and communications professional with 25+ years of experience in customer-facing documentation, technical editing, and support. Skilled at transforming complex systems into clear, accessible content. Experienced in publishing (AI Press), documentation (Oracle, TradeStation), and remote communication roles across U.S., Canada, and Dominican Republic. Fluent in English and Spanish. Certified in Data Science (Harvard), Six Sigma, and Scrum.

Core Competencies

• Technical Documentation & Editing
• Customer & Patient Communication
• Bilingual Writing (English/Spanish)
• Remote Collaboration Tools (Zoom, Teams, Webex)
• Process Documentation & Training
• Data-Driven Communication (Six Sigma, Scrum)

Professional Experience

Publishing & Technical Documentation
AI Press – Remote
2023 – Present
- Developed editorial guidelines, conversion pipeline, and technical publishing framework.
- Edited and prepared manuscripts for publication with structured metadata and formatting.
- Produced bilingual technical content.

Customer Service / Accounts Receivables
PepsiCo via IBM – Remote
Nov 2022 – Jul 2024
- Managed high-volume account and billing inquiries.
- Created clear documentation for recurring customer support cases.
- Trained new agents on system workflows.

Customer Service / Adjudicator
NJ Dept. of Community Affairs via ARTECH-IBM – Remote
Sep 2021 – Sep 2022
- Documented and streamlined eligibility/adjudication processes.
- Produced instructional guides for applicants.
- Collaborated across departments to improve clarity of program communications.

Certifications

• Professional Certificate in Data Science – Harvard University
• Professional Scrum Master (PSM I) – Scrum.org
• Six Sigma Green Belt & Lean Six Sigma – Villanova University
• Oracle Certification – Oracle Corporation
• Informix Certification – Edison, NJ

Guido "Ucho" D'Alessandro

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Professional Summary

Bilingual Software Engineer with 20+ years of experience in systems programming, distributed architectures, and predictive modeling. Skilled in C, C++, C#, Python, and modern development practices. Proven track record in optimizing performance-critical systems, building large-scale applications, and delivering robust technical documentation.

Core Skills

Programming:	C, C++, C#, Python, JavaScript, TypeScript
Frameworks:	ASP.NET Core, Angular (ramping up), Entity Framework Core
Databases:	PostgreSQL, SQL Server, InfluxDB
Concepts:	Distributed Systems, Event-Driven Architecture, SOA, Neural Networks, Chaos Theory
Tools:	GitHub, Grafana, Docker, FastAPI, Linux/Unix

Experience

Freelance Software Engineer & Technical Consultant, Remote (2020 – Present)
- Developed and optimized Grafana/InfluxDB dashboards, refactoring JSON queries for performance.
- Built Python utilities for data ingestion, commit tracking, and system monitoring.
- Produced bilingual (EN/ES) technical documentation and content.
- Delivered data transcription and structured reporting projects.

Independent Developer – Predictive Systems Lab, Ottawa, Canada & Jacksonville, FL (1990s – 2010s)
- Built a 400,000-line C++ codebase to model and predict chaotic deterministic systems.
- Applied neural networks and chaos theory to forecasting applications.
- Transitioned predictive systems into a DLL-based architecture for deployment.

Andersen Consulting – Systems Analyst, Minneapolis, MN (1980s)
- Optimized Northwest Airlines passenger audit pipeline by redesigning into fork()-based modules.
- Reduced runtime from 6 seconds to 0.4 seconds per record.
- Designed distributed database-inspired architectures for real-time processing.

Education

Regents College (University of the State of New York) – Credit by GRE Exams, Computer Science focus

Additional

- Green Belt & Lean Six Sigma certified
- Former member of the Royal Astronomical Society of Canada
- Fluent in English & Spanish; conversational Italian