Mauricio Palau, Technical Writer

Greetings from Mexico 🇲🇽

- ★ Technical writer with 9+ years in IT engineering and operations, specializing in cloud transformation projects.
- ★ Collaborates with clients as a B2B consultant to deliver compelling products and services.
- ★ Leverages technical expertise and strong writing skills to enhance user experience and technology adoption.

Portfolio

mauriciopalau.com

Skills

- Docs-as-Code
- Version Control Systems
- Agile Scrum Methodology
- Cloud Platforms
- Full Stack Engineering
- Leading and Mentoring

Education

B.Eng, Software Development
Universidad TecMilenio, 2011 - 2015

Master., IT Management
Universidad TecMilenio, 2016 - 2018

Certified Cloud Practitioner
Amazon Web Services, Expires 2015 / 11

Full-Stack Engineer Certificate
Meta, Issued 2023 / 10

Certified Project Manager
EC-Council, Issued 2015 / 03

Experience

- **Technical Writer III, Wizeline**
  2023/09 - Present

  Integrated a documentation directory into an application template for a leading clothing company, streamlining the setup of documentation projects. Authored documentation for a three-layer architecture DataLake for a beverage company's P&L report application, including detailed data flow diagrams. Participated as a prompt engineer on an AI POC for Wizeline, setting standards for AI POC documentation.

- **Technical Writer II, Wizeline**
  2022/03 - 2023/09

  Innovated architecture diagrams for a financial analytics company's flagship product using C4 and UM. Wrote and reviewed copy texts, created code lab sections, and formatted content in Markdown for a fashion retail company's DevPortal. Created an architecture overview, system administration guide, and business recovery plan for a landscaping company's AWS migration.

- **IT Analyst III, Honeywell**
  2020/10 - 2022/03

  Updated SOPs, KBAs, and user-facing documentation for an Azure migration, ensuring successful operations resumption for 40,000 users. Documented SOPs, KBAs, and troubleshooting guides for the IT mobility team's ITSM model, onboarding and training five system administrators.

- **IT Analyst II, Honeywell**
  2017/01 - 2020/10

  Developed instructions and troubleshooting guides for the migration of over 35,000 end users from Basic to OAuth with a 90% customer satisfaction rate. Created setup instructions and how-to videos for 2,500 mobile users adopting VMware Boxer. Designed web documentation for the BYOD program, coordinating release communications and enrolling 2,500 users.

- **IT Analyst I, Honeywell**
  2015/07 - 2017/01

  Created UAT templates for the IT mobility team, enhancing service UX assessment and allowing thorough testing and approval of mobile beta OS releases. Modernized mobile activation instructions, reducing 25 PDF pages to a concise 5-minute read article and a 3-minute how-to video.