
Angel Téllez Rosales

Technical Writer | Service Management Expert

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Contact

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Profile Summary

Experienced technical writer and IT service manager with documentation, business analysis, and service management expertise. Skilled in creating scalable documentation systems and internal style guides, implementing standardized processes, and training teams to drive productivity and client satisfaction. I bring a consulting mindset and a strong record of success in technical writing, service operations, and agile project management, with industry-specific contributions across media, retail, and consulting.

Certifications & Technical Expertise

- **Certifications:** SAFe Agilist | SAFe Scrum Master | ITIL v3 Foundations Practitioner.
- **Technical Skills:** Extensive experience in technical writing and service management, focusing on integrating documentation into agile development and IT operations environments.
 - **DocOps Methodology:** Skilled in DocOps, utilizing GitHub and GitLab as version control systems with extensive experience in Markdown and Markdown with JSX formatting to manage documentation. Integrated documentation seamlessly into CI/CD pipelines to automate updates, maintain consistency, and ensure real-time accuracy across the development lifecycle.
 - **API Documentation for Developers:** Proficient in creating developer-friendly API documentation, including detailed usage guides, code samples, and reference materials, ensuring clear, comprehensive, and accessible technical resources.
 - **Service Management Platforms:** Skilled with ITSM tools (OPAS, Remedy, ServiceNow) and Agile methodologies for operational efficiency.
 - **Incident Management & Root Cause Analysis:** Expertise in CAPA (Corrective and Preventative Actions) methodologies for root cause analysis, SLA/OLA compliance, and best practices in incident response.

Work Experience

Technical Writer

Wizeline — 2020 - Present

Key Activities as Technical Writer

Developed comprehensive documentation, process guides, and standardized templates across media, retail, and consulting industries, leading to measurable improvements in efficiency and quality.

- **Customer Experience Industry:** Updated and created developer and end-user documentation focusing on accuracy, consistency in voice and tone, and adherence to technical writing best practices. Utilized GitHub as the Markdown repository for source files, ensuring version control and collaboration, and used Astro/Starlight to render the developer portal for seamless user navigation and access to documentation.
- **Media Industry:** Developed process-oriented documentation, templates, and operational runbooks for designers, QA, development, and support engineers. Developed a self-guided onboarding process, reducing onboarding time by 50%. Created incident post-mortem templates and a Known-Error database to improve incident resolution.
- **Retail Industry:** Collaborated with SRE, Dev, and QA engineers to create industry best practices documentation. Produced architecture, DevOps, CI/CD, and software engineering guides to overhaul IT infrastructure and processes, facilitating digital transformation. Led the creation of internal style guides and document templates, ensuring consistency and standardization. Facilitated technical writing training for business analyst teams, enhancing their skills and customer satisfaction.

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- **Consulting and Accounting Industry:** Standardized API documentation by using GitHub as the repository for Markdown files, implementing a new structure for API parameters to optimize readability and usability for developers. Leveraged Slate to render the API developer portal and developed a semi-automated process for converting Markdown to HTML, reducing documentation time by 66%.

Major Incident Manager (MIM)

Oracle — 2016 - 2020

Led incident response and analysis, ensuring compliance with SLA/OLA standards and implementing CAPA methodology to drive service excellence.

Key Activities as MIM

- Determined business and customer impact during Major Incidents (MI), monitored events against SLA and OLA objectives and coordinated timely MIM responses and restoration activities.
- Published periodic status updates and executive notifications for key stakeholders, ensuring transparency and alignment during critical incidents.
- Acted as MIM Knowledge Domain Expert for AMER, EMEA, and APAC, overseeing the Knowledge Management Database (KEDB) and operational runbooks.

Additional Responsibilities

- Served as Scrum Master for the MIM team, coordinating Agile ceremonies, and acted as Latin America ambassador for Oracle's People and Culture Transformation team.

Global Service Transition - DPI (Design, Plan, and Implement)

HP / Hewlett Packard Enterprise — 2014 - 2016

Managed IT service changes and releases to production, achieving a 95%+ success rate in change implementations and reducing incidents by 10% year-over-year through proactive monitoring and documentation updates.

Key Activities as DPI

- Assessed and authorized major IT service changes, ensuring readiness for each phase of the lifecycle while mitigating risks to operational stability.
- Planned and coordinated Move To Production (MTP) resources, managing timelines, costs, and quality standards to meet business objectives.
- Led strategic SMO (Separation Management Office) project war rooms during the HP split, coordinating teams across functions to enable the company split with minimal production impact and high stakeholder satisfaction.

Additional Responsibilities

- Team lead for the Wire team, an internal digital communication platform focused on producing video content (interviews, team-building events, promotional materials) and written content (newsletters, articles) for the GDL staff, fostering networking, collaboration, and relationship building.

IT Service Manager - ITIL Change Management Advisor

Dell — 2012-2014

Managed IT service changes to ensure operational continuity and minimize disruptions.

Key Activities as Change Manager

- Coordinated global change approvals through CAB meetings, validating and tracking change tickets across multiple systems, including BMC Remedy 7.6.
- Led the “Winning Culture - Fun & Balance” initiative, promoting work-life balance through team programs at the GDL site.

Business System Analyst for the Healthcare industry

Dell — 2010-2012

Key Activities as Business System Analyst

Supported Meditech healthcare applications across U.S. accounts, enhancing client service and operational efficiency.

- Resolved incidents and optimized troubleshooting documentation for improved knowledge sharing and efficient issue resolution.
- Conducted client follow-ups to maintain high satisfaction levels and effective communication across service interactions.

Professional services consultant in Activity Based Costing and Management (ABC/M)

MyABCM de México — 2007-2010

Delivered business optimization solutions through cost analysis and data management for high-impact clients.

Key Activities as Consultant

- Designed and automated ETL processes, enabling accurate data collection and reporting to support business decision-making.
- Managed projects for clients, executing tailored business solutions to improve cost efficiency.
 - 2010: "Price Shoes". México, DF and "WTC Confianza". Guadalajara, Jal.
 - 2009: "Bardahl". México, DF and "Kartmax". Querétaro, Qro.
 - 2008: "Qualtia Alimentos" Mty, N.L., "Hopsa". Panamá, and "Interprotección", México, DF.
 - 2007: "Grupo Peñafiel". México, DF and "Cantv". Caracas, Venezuela. 2007

Education

Instituto Tecnológico de Celaya - 2007

Computer Science Engineering degree.

Languages

- **English** - Full professional proficiency.
- **Spanish** - Native.