

Marco Belcastro-Bara • Technical Writer

Prato, Tuscany, Italy

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Summary

Technical Writer • Technical Translator • Technical Buyer • RFP-Proposal Writer • Project Manager

- Accomplished Career Professional with competence in the areas of operations, technology, personnel management
- Results oriented with the ability to coordinate and oversee multiple projects and teams working simultaneously
- Knowledge of administration, budgeting, supplier management
- Ability to decode high-level instructions into concise, clear, step-by-step documentation
- Effective in communicating complex technical ideas to a non-technical audience
- Research, collection, and analysis. Comparison of information from proprietary sources and with terminology / norms, standards, industry procedures. Compliance of documentation with Quality System. User / maintenance manuals. Observance with standard guidelines
- Writing / updating End User Documentation and Service Documentation regarding projects requirements and documentations
- Comparative analysis when working on technologies used by different companies
- Background in media art, design, typography, digital graphics
- Working knowledge of CMS front-end web stack (HTML5, CSS3, JavaScript, XHTML, jQuery, Bootstrap)
- Web content management. Proven expertise in social media platforms. Professional use of MS Office
- Web publishing editor of a blog written in English. Editor of several English books
- Bilingual Italian–English. Familiar with the United States culture
- 26+ years in Information Technology. Several years of experience in maintenance, development, and delivery of software programs

— Localized / translated Interface of the software BACKUP4ALL (produced by Softland) from English into Italian:
www.backup4all.com/supported-languages.html

Backup4all is used on the International Space Station (ISS) since 2017.

It was deployed on the crew members' laptops to back up their research data and to provide a fail-proof restore available

Experience



Technical Writer, Technical Translator • Certified Professional

LinguaVobisSM

2013 - Present (7 years 7 months +)

- Professional Member @ ProZ.com (proz.com/profile/2425637)

— Specialties

Technical translation, localization, technical editing / checking / verification / proofreading, terminology research / analysis, adaptation / transcreation of English documents into Italian.

SEO, desktop publishing (DTP), writing, synthesis, rewriting, writing summaries, copy-editing of Italian and English texts

- Manuals (system, installation, maintenance, end user, training)
- Software / programs, technical software documentation, specifications, web pages
- Summaries, brochures, product information, catalogs, advertisements, flyers

- Instructions, user guides / guidelines, newsletters, presentations
- Proposals, business plans, policies and procedures, style guides
- E-learning, blogs, e-commerce, reviews, memos, white papers
- Marketing research, questionnaires / surveys
- Press releases, reports, technical journals, newspaper articles
- E-books / non-fiction books, language tests

Language Certificate / Tests

- EF SET® English Certificate Plus "C2 Proficient". Institution: EF Standard English Test (EF SET). Credentials: efset.org/cert/oQskdt. Issued Oct 2017, verified by ProZ.com
- Passed the Upwork.com exam "English to Italian Translation Skills Test", with 5.00 (1st place), and "Italian to English Translation Skills Test", with 4.90 (above average)

Advanced knowledge on several topics (proven by KudoZ questions: proz.com/profile/2425637?popup=kudoz)

— Major skills:

Technology / Engineering, Electronics / Electrical Engineering, Patents, Medicine (general), Law, Mechanics / Mechanical Engineering, IT (Information Technology), Government / Politics, Marketing / Market Research

— Other sectors:

Engineering: Industrial, Construction / Civil Engineering, Agriculture, Law: Contracts, Automotive / Cars and Trucks, Finance, Education, Business / Commerce, Computers: Software, Law: Trademarks, Copyrights, Materials, Computers: systems, networks, energy production



IT Consultant

Certified IT Professional

Sep 2010 - Present (9 years 11 months +)

- RFP-Proposal Manager
- IT Buyer-Procurement
- Project Manager
- IT Business Analyst. Functional-technical analysis
- Technical assistance



Web Publishing Editor / Web Designer

BDSM UnveiledSM#Original BDSM Lifestyle Content©

2012 - 2019 (8 years)

Co-Founder of "BDSM Unveiled" Blog

Web Publishing Editor

- Defined and improved the strategy and social media branding. Increased organic SEO. Content editing
- Security: optimized / secured the blog using CDN and DNSsec; configured DNS

Web Designer

- Designed the blog web user interface (UI) under Google Blogger CMS platform, coding in HTML (XHTML, HTML4, HTML5), CSS (CSS3), Javascript, jQuery, Twitter Bootstrap, using Web Font Embedding, Modernizr, Cross Browser Compatibility, Testing / QA. Researched and implemented custom platform's application level upgrades and patching. Digital graphics



Information Technology Specialist

Florence Firefighters Brigade - National Firefighters Italy 115

Jul 1999 - Jul 2010 (11 years 1 month)

Data management and analysis

- Managed system workflows that aggregated data from multiple sources

- Created and implemented complex data reports for data analytics, retrieved from the data warehouse
- Used SQL search / queries, Crystal Reports, Excel, and RDBMS

IT Teacher

- Taught and coached in classrooms with 20+ employees
- Provided one-on-one coaching based on individual needs

RFP (Request For Proposal) Manager

- Scouted IT vendors
- Achieved competitive prices, ensuring cost-efficiency and compliance with IT technical standards

Cafeteria Stock Manager

- Accounts payables for goods and services
- Quality Control

Web developer

- Completely revised and maintained website for the Florence Firefighters Brigade

Fire Prevention Office

- Gave Information to the public about regulations / laws
- Accepted documents relating to fire prevention



IT Infrastructure Manager

Tuscany Regional Firefighters Brigade - National Firefighters Italy 115

Jul 1994 - Jul 1999 (5 years 1 month)

IT Infrastructure Manager

- Performed functional-technical analysis of the IT architecture
- Evaluated infrastructure technology, users needs, system functionality, ensured that IT facilities met those needs

IT Project Budgeting and expense management (technology budgeting and procurement)

- Planned, standardized, elaborated, implemented IT budget
- Conducted researches, evaluated / selected IT products
- RFP Manager. Scouted suppliers. Contract Negotiations
- Ensured Service Level Agreements with maintenance service providers
- Slashed about 20% costs by negotiating pricing, while ensuring the continuation and improvement of services.
- Purchased large quantities of IT equipment, meeting IT technical standards, for 10 Tuscany Firefighters Headquarters

IT Outsourcing / Software implementation / deployment

- Skilled in software development processes
- Analyzed stakeholder requirements. Created a list of required functionalities. Managed non-functional requirements, wrote the initial documentation
- Oversaw BI / data warehousing deployment of a Enterprise Document Management System

Data Center operator

- Administered Olivetti-Stratus CPS32 fault tolerant mini computers (VOS Unix)
- Process control / system tuning - Operation / maintenance. Tape backup management

- Planned new data center site. Coordinated, organized moves of IT hardware and communications from one location to a new data center site
- Supervised / trained support IT personnel on system technologies / internal processes

Managed a distributed remote IT enterprise network infrastructure

- Helped 30+ end users in 10 provincial cities in Tuscany, providing technical support for enterprise applications
- Acted as a single focal point of contact for technical issues, including system failures, disaster recovery, power outages
- Diagnosed hardware / software malfunctions, fixed problems / addressed issues, replaced hardware; installed, upgraded, customized software on users' machines



Information Technology Business Consultant

IT Consultant

Sep 1994 - Jun 1996 (1 year 10 months)

1995 - Dedo Ufficio (then Euro Ufficio s.r.l.) was a small company specialized in the sale / support of high quality end Canon color copiers

1994 - Dedo Sistemi was the company that founded Dedo Ufficio and other companies. It was a significant presence in Florence, Tuscany and Rome

Improved business development, product strategy and concept development

- Developed strategies to acquire new customers and improve the company's performance
- Interacted with stakeholders and customer counterparts, interviewing, analyzing and understanding their business structure, policies, and procedures, while gathering business requirements, translating them into functional and technical specifications, and recommending new system solutions
- Helped customers automate their business processes with innovative IT solutions providing advanced system design. Analyzing, designing and developing customer-specific solutions

Project management

Experienced in software implementation / development / deployment processes. Ability to understand / implement customer requirements

- Completed technical pre-sales with key customers. Performed software / hardware product demonstrations in LAN
- Provided technical advice and support / training, required for effective use of the products
- Performed software and hardware installation / upgrade / troubleshooting
- Data backup and recovery (PowerQuest Drive Image). AutoCad installation

— Interpersonal skills. Effective communication, presentation and writing skills. Negotiating. Detail-oriented. Adaptability to new situations and challenges



Software Specialist

Ministero dell'Interno - Corpo Nazionale dei Vigili del Fuoco

Mar 1984 - Jul 1994 (10 years 5 months)

Software Specialist

- Software project manager, requirements specification analyst, software developer / engineer (Nantucket CA-Clipper language - xBase programming language family - dBase / xBase database structures). Created software procedures from the beginning to the final release.

Technical support specialist

- Diagnosed hardware / software malfunctions, troubleshot problems, replaced hardware; installed, upgraded, customized software on users' machines. Performed data backup and recovery. Fine-tuned MS Dos environment (DOS batch programming). Windows installation / configuration

— Demonstrated patience in problem solving / troubleshooting. Analytical and logical skills. Proven expertise in creating high quality graphs, using Microsoft Chart



IT Consultant, Computer Sales Representative

IT Consultant

Jan 1988 - Apr 1994 (6 years 4 months)

Worked with private clients and for VARs (including Dedo Sistemi Rome Branch, 1993-94)

- Sales management. Products demonstration
- Customized / fine tuned MS Dos environment (DOS batch programming)
- Software and hardware installation / upgrade
- PC / servers assembly
- Data backup and recovery

— Customer / supplier relationships. Customer support / customer satisfaction. Ability to read and interpret technical manuals, standards and specifications

Education



Sapienza Università di Roma

Psychology



Sapienza Università di Roma

Modern Foreign Languages and Literatures



ITIS G. Armellini - Roma

High School Diploma, EngTech, Industrial Engineer. Perito Industriale Capotecnico
Elettrotecnica e Automazione

Degree in Electrotechnology and Automation Studies (major: electrical engineering; industrial measurement and control; electrical appliances servicing; wiring installation; transport of electricity on high/medium/low-voltage lines; electric engines and power transformers). Minored in Italian Literature. Foreign language English.

Licenses & Certifications



CloudU Rackspace Cloud University Certificate - Rackspace Technology

: 1d3e148f-010f-4cd5-ab7d-815235406a6c



Backup Academy Certified Professional (VMware vSphere ESXi / Microsoft HyperV virtualization and data protection) - Veeam Software

Backup Academy sponsored by Veeam



TCCSecA Certified Security Associate - Institute of Chartered Telecom Professionals

TIC CIU ID# TCCSecA934418766 <http://ictpi.org/>



Amazon AWS EC2 Professional - Level 1 - RankSheet Online Services Pvt. Ltd.



TCSA Certified Server Administrator - Institute of Chartered Telecom Professionals

TIC CIU ID# TCSA8997110123 <http://ictpi.org/>



CSS Professional Level 1 - RankSheet Online Services Pvt. Ltd.



HTML Professional Level 1 - RankSheet Online Services Pvt. Ltd.

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