



Guillaume Cheseaux

Product Education Manager
Business Analyst (ECBA)
Scrum Master (PSM I)

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LANGUAGES
French Native
English C2
German A1

INTERESTS
Skiing Walking
Guitar

About

I bring over 20 years of experience in the IT industry. Since September 2026, I have been Product Education Manager at Squirro, a software company specializing in AI solutions for finance, manufacturing, healthcare, and the public sector.

Promoted after two years leading its technical documentation, I took ownership of the online learning platform and the certifications that help developers, partners, and internal teams succeed with the product. I also design AI-powered automation for content and business workflows, using agentic coding tools and LLMs.

Earlier, I took part in Nexthink's growth from startup to unicorn, first in support, then in documentation.

Outside work, I build native macOS apps, websites, and open-source software through AI-assisted development. To keep improving, I follow new technologies and trends through podcasts, audiobooks, and news articles from RSS feeds.

CURRENTLY PRODUCT OWNER OF



docs.squirro.com
Public product documentation



learn.squirro.com
In-house learning platform

Experience

- Squirro, Zurich** 2024 - present
 - Product Education Manager** Promoted Sep 2026 - present

Promoted to lead product education, I own the documentation platform, the online learning platform, and the certifications for developers, partners, and internal teams, and I design their new courses, learning paths, and materials. I also use generative AI and agentic workflows to scale the production of documentation and learning content. I run it all with an Agile, Scrum-based approach.
 - Technical Content Lead** 2024 - Sep 2026

As the sole technical writer and code owner, I took over the public product documentation, about 650 pages on generative AI technology, as well as the internal documentation, both of which I still lead today. I turned it into an automated docs-as-code pipeline and built an AI stack that drafts documentation entries for developers and generates the public release notes from the source code, with a human approval before every publication.
- Nexthink, Lausanne** 2020 - 2024
 - Technical Writer**

I owned the public product documentation of a fast-growing software company, from release notes to API documentation. I led the migration of 600 to 800 pages to a new platform while keeping pace with releases.
- Kriptic Information Technology, Lausanne** 2019 - 2020
 - Founder**

I founded a blockchain startup and led its strategic vision and product development. I presented the project to [Genilem](#), a Swiss non-profit that coaches innovative startups, and received their green light.

- Career break, Lausanne

2018 - 2019

When my wife's maternity leave ended, I took almost a year of parental leave to care for our youngest daughter. Alongside, I worked as a community manager for open source projects.
- Vaudoise Assurances, Lausanne

2015 - 2018

Service Manager

I ran and improved the IT services of a major Swiss insurer, using ITIL processes and the EasyVista service management platform. I moved service requests from email to structured workflows and oversaw IT asset management.
- Nexthink, Lausanne

2012 - 2014

Technical Support Manager

Promoted

2012 - 2014

I built the product support team from scratch and scaled it to three people, with Zendesk, escalation paths, KPIs, and SLAs. Engineers could focus on development while customers received dedicated professional support.

Technical Trainer and Product Support Engineer

2012

I trained customers and partners across Europe on the product and handled support cases with the engineering team.
- Bechtle, Crissier

2008 - 2011

Operations and Planning Manager

Promoted

2011

I managed the daily operations and planning of 10 engineers, including emergencies, and introduced processes based on ITIL.

System Administrator

Promoted

2009 - 2010

I provided remote level 2 and 3 support and administration for client infrastructures: Windows Server and Red Hat Enterprise Linux servers, virtualized environments, and backup strategies.

IT Technician

2008 - 2009

I provided on-site IT support for a multi-site group of medical centers.
- Career break, Australia

2007 - 2008

I traveled to Australia to earn the Cambridge Certificate in Advanced English, then went backpacking along the east coast.
- University of Lausanne, Institute of Geomatics and Risk Analysis

2005 - 2007

GIS Specialist and Project Lead

I digitized Swiss geological maps for the Federal Office of Topography (swisstopo), then led the project and wrote much of the methodology manual used for teaching.
- University of Lausanne, Computer Center

2002 - 2004

Help Desk Technician

During my studies, I worked part time on the help desk, supporting the users of the cantonal and university library.

What Colleagues Say

"He quickly grasps complex matters and presents them in a clear, comprehensible, and target-group-oriented manner."

Head of Product, work certificate, 2026

"[He] was able to flawlessly understand and document even the most intricate topics related to data or security in an easy and straightforward way."

VP of Products, LinkedIn, 2024

"I recently was in a discussion with a Customer who said 'your company's documentation website is really great and well thought'."

Associate General Counsel, LinkedIn, 2024

"[He] never hesitated to replicate some of the more technical investigations as well, just to replicate how a customer would face a problem to put himself in their shoes, to ensure our documentation really resonates with them."

Senior Product Manager, LinkedIn, 2024

"While I was learning the ropes in a completely new sector, Guillaume provided a beautiful mix of guidance and latitude, which allowed me to learn what I needed to, while still maintaining enough independence to contribute to decisions within the team."

Technical writing proofreader and former teammate, LinkedIn, 2024

"[He] showed great management skills and always tried to find ways to shield his team while keeping a very good collaboration with the other internal departments and delivering the work on time and with high quality."

CEO and VP Engineering, work certificate, 2015

« La richesse de ses apports, ses compétences professionnelles mais également sa disponibilité et son engagement personnel ont été salués par les associations bénéficiaires qui, avec l'aide de Guillaume, ont pu acquérir de nouvelles compétences, précieuses pour leur avenir. »

Co-director of a volunteering foundation, LinkedIn, 2024, quoted in the original French

Side Projects

Personal projects built through AI-assisted development with Claude Code and Mistral Vibe, from native macOS apps to websites.

check4me

Native macOS menu bar app that monitors the Mac's security compliance against the CIS Level 1 benchmark: firewall, Gatekeeper, FileVault, and automatic updates.

Swift

SwiftUI

AppKit

resync4me

Native macOS menu bar app that makes the built-in rsync easy to use, with saved backup jobs and timestamped backups.

Swift

AppKit

rsync

gcappkit

Starter kit for native macOS menu bar apps, so every new app begins with the same structure, build scripts, test harness, and documentation standard.

Swift

Shell

Standards

Club website redesign

Audit and redesign of a local gymnastics club's website: 90 static pages generated by a Python script and hosted on Infomaniak.

Python

HTML

CSS

gcwebkit

Planned

A framework to kickstart any type of fast, modern, and secure website, based on my experience creating and redesigning websites.

Python

HTML

CSS

Volunteering

Fondation Compétences Bénévoles, Lausanne

2013 - 2023

Information Technology Specialist | Science and Technology

For ten years, I helped non-profit organizations with their IT projects as a volunteer consultant, from infrastructure to processes.

The University of Queensland, Brisbane

2007

Research Assistant | Environment

I volunteered on a PhD research project on dolphin acoustics, measuring and observing dolphins in the field.

Education and Certifications

2026

Entry Certificate in Business Analysis (ECBA)

International Institute of Business Analysis

2025	Claude Code 4: Agentic Coding for Professional Developers LinkedIn Learning
2023	Professional Scrum Master (PSM I) scrum.org
2017	EasyVista Expert Uditis
2015	EasyVista Foundation Uditis
2011	ITIL version 3 Foundation ISEIG
2007	Cambridge Certificate in Advanced English Queensland College of English
2005	Master in Computer Science, Geography, and Geology University of Lausanne

PUBLICATION

2004	<i>Distribution du pergélisol dans un versant instable, le cas de Tsarmine (Arolla, VS)</i> Lambiel C., Reynard E., Cheseaux G. and Lugon R. Bulletin de la Murithienne, no. 122, Société valaisanne des sciences naturelles. A study of permafrost distribution in an unstable Alpine slope, in French.
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Key Skills

EDUCATION AND CONTENT

- Technical writing
- Product education
- Customer and partner training
- API documentation
- Release notes
- Docs-as-code
- Documentation automation
- Terminology management
- Onboarding and mentoring
- Release management

AI AND AUTOMATION

- Agentic AI
- AI workflow automation
- AI-assisted development (vibe coding)
- Prompt and context engineering
- Process automation
- AI adoption and enablement
- Generative AI
- LLMs
- RAG
- GraphRAG
- Knowledge graphs

MANAGEMENT AND PROCESSES

- Stakeholder engagement
- Collaborative leadership
- Product ownership
- Team management
- Agile development
- ITSM and ITIL
- IT asset management
- Problem management
- SLA and KPI management
- Process design
- Continuous improvement
- Project planning
- Compliance analysis
- Data governance
- Reporting and dashboards
- Data analysis and forecasting

STRENGTHS

- Systems thinking
- Analytical and strategic vision
- Problem-solving
- Clear communication
- Structured and precise
- Autonomy
- Customer focus
- Resilience under pressure
- Fast learner
- Adaptability
- Innovation

TECHNICAL TOOLS

- Jira
- Confluence
- Git
- GitHub
- Python
- HTML and CSS
- Shell scripting (Bash)
- Markdown
- reStructuredText
- Sphinx
- Read the Docs
- JSON/YAML
- Miro
- Figma
- Microsoft Office
- LibreOffice
- Tableau
- QlikView
- EasyVista
- Stoplight
- Zendesk
- Salesforce
- Swift
- Scroll Viewport
- Docker
- Linux
- Mistral Vibe
- Claude Code
- VS Code
- Nexthink
- Squirro