

Alejandro Ubilla

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SUMMARY

Technology Leader with over 15 years of experience driving business growth through strategic roadmaps and high-performing teams. I specialize in leveraging AI solutions to improve product quality and deliver exceptional customer satisfaction.

WORK EXPERIENCE

Founder & Principal Engineer

TEKGUYZ | August 2023 - Present

- Founded a technology consultancy, conceptualizing and delivering strategic roadmaps
- Designed and launched a professional company website using React, TypeScript, and Tailwind CSS
- Orchestrated digital presence initiatives to attract and engage potential clients

Technical Project Manager

Q Link Wireless | September 2019 - March 2023

- Managed multiple high-quality SDLC projects, defining project scope and requirements
- Utilized MantisBT for issue tracking and Asana for project management, ensuring project milestones were met
- Maintained transparent stakeholder communication via Slack and daily Zoom stand-ups

Technical Writer

NandoTech, Inc. | August 2016 - June 2019

- Developed user manuals, installation guides, and release notes, boosting product adoption
- Ensured content accuracy by collaborating with engineering and product teams
- Managed multiple concurrent projects on or before strict deadlines, utilizing Trello

Quality Assurance Team Lead

Advantage Software | January 2012 - June 2016

- Conducted thorough testing of desktop, mobile, and web applications to identify defects, bugs, and usability issues
- Developed and executed test plans, test cases, and test scripts to ensure software functionality
- Managed issue tracking, project management, and revision control for all QA initiatives using Assembla

Technical Support Analyst

Advantage Software | August 2009 - January 2012

- Provided technical support to customers via phone, email, and chat, effectively troubleshooting hardware and software issues
- Documented customer interactions and solutions, ensuring clarity and future reference through technical writing
- Resolved hardware and software issues with a high level of customer satisfaction

EDUCATION

Indian River State College

Associate Degree

SKILLS

Agile Methodologies, Continuous Integration/Continuous Deployment (CI/CD), Deployment, Product Management, Project Management, Quality Assurance, Testing, Requirements Gathering, Software Development Life Cycle (SDLC), Issue Tracking, User Interface/User Experience (UI/UX), Web & Mobile Development, Hardware Integration, Artificial Intelligence (AI), Digital Strategy, Business Process Improvement, Customer Relations, Technical Writing