

RUBEN ROLDAN

+56978892439

ruben.rolan.b@gmail.com

linkedin.com/in/ruben-rolan

PROFILE

Customer-focused Technical Support Engineer with 20+ years of experience in enterprise environments, combining advanced SQL and Python skills with a deep understanding of software systems and web technologies. Proven ability to investigate, debug, and resolve technical issues while improving workflows and customer satisfaction. Passionate about making tech approachable, improving documentation, and supporting developer-focused products.

TECHNICAL SKILLS

- Databases: SQL Server, PostgreSQL, MySQL, MongoDB
- Languages: Python, JavaScript, SQL
- Web Dev: HTML5, CSS3, React, Node.js, Express.js, Bootstrap, Tailwind
- CMS & eCommerce: WordPress, WooCommerce, Wix
- Support Tools: Zendesk, Jira, Chrome DevTools
- Dev & Ops Tools: Git, REST APIs, Docker (basic), VS Code
- Remote Collaboration: Slack, Zoom, Loom, Gmail

PROFESSIONAL EXPERIENCE

L2 Customer Support Architect, Crossover - Trilogy.com — 2018 –2022

- Provided Level-2 support for 10 enterprise solutions, focusing on SQL Server.
- Resolved 500+ complex SQL issues across stored procedures, views, and ETL processes.
- Sole L2 agent for 20 banking CRM accounts, supporting 15,000 users USA nationwide.
- SME for a multi-state HR platform with 150,000+ users
- SME for a global survey system handling 2M daily SQL transactions.
- Worked with cross-functional teams to prevent and resolve critical database issues.
- Maintained 100% positive customer satisfaction through fast, accurate support.

Freelancer — Ongoing

Provided desktop support (Windows, macOS, Ubuntu), network setup and maintenance, and developed full-stack web projects using HTML, CSS, JavaScript, React, Node.js, MySQL, and MongoDB. Developed and maintained custom WordPress and Wix websites. Implemented WooCommerce stores with integrated payment gateways. Assisted small business clients with platform setup, custom workflows, and issue resolution.

Senior Internal Technical Support Engineer, Oracle Chile — 2008 - 2017

Provided desktop support, managed vendors and infrastructure upgrades, and supported 800+ employees. Delivered 100+ internal training sessions.

Network and Systems Administrator, European Southern Observatory (ESO) — 2006-2007

Platform Administrator, TyS Tecnología y Servicios — 2004-2005

IT Manager, Municipalidad de Quillota — 1999-2004

EDUCATION

- Python Developer Track – DataCamp (2025)
- Data Engineer in Python Track – DataCamp (2025)
- Associate Data Engineer in Snowflake – DataCamp (2025)
- Full Stack Developer Career – CoderHouse (2024) - Top 10 Student Distinction
- WordPress Developer – CoderHouse (2024) - Top 10 Student Distinction
- Systems Analyst – ITESA, Chile (1997)

TECHNICAL & SOFT SKILLS

- Analytical mindset & attention to detail
- Troubleshooting & problem resolution
- Support documentation & knowledge management
- Quick learning & adaptability
- Remote collaboration & communication

LANGUAGES

- Spanish (Native)
- English (Fluent)