ROBERTO GALAN

+54 2235791626 | roberto@bytery.com | www.robertogalan.com

SUMMARY

Team leader for software design and development professionals.
Looking for a Software Support Engineer role.

EXPERIENCE

With more than two decades of experience in software design and development, I have a proven track record of delivering high-quality solutions and driving successful outcomes for a variety of clients and industries while providing technical support to team members and clients.

EDUCATION

Systems Analyst at IAC
Self taught, passionate about staying current with the latest technologies.

CAREER HIGHLIGHTS

2013-2023 | BYTERY LLC | FOUNDER | SENIOR SUPPORT ENGINEER

As the founder and manager of Bytery.com, a successful software design and development studio, I led a team that worked with numerous high-profile clients, including Mercedes-Benz, Garmin, Hakkasan Group, and Tao Group. Over the course of my tenure, I managed multiple projects simultaneously, delivering exceptional results on time and within budget.

2013-2020 | VENUEDRIVER/HAKKASAN GROUP | FULL STACK ENGINEER

I played a critical role in enhancing the online presence of major restaurants and nightlife venues in Las Vegas, as well as supporting the development of an internal system designed to streamline ticket sales and management. I worked on numerous projects, including deploying cutting-edge technology stacks, redesigning websites, and launching new ones. Among my clients were superstar DJs like Calvin Harris, Steve Aoki, Armin Van Buuren, Kaskade, Tiesto, and many others, for whom I provided top-tier backend support to ensure seamless performance and user experience.

1999-2010 | INVESTARS.COM | SENIOR ADVISOR

As a member of a dot-com era startup, successfully implemented a platform to bring transparency to Wall Street's analyst recommendations using bleeding-edge charting software, enabling users to make more informed investment decisions.

1998-2023 | FREELANCE | FULL STACK ENGINEER, SUPPORT ENGINEER

Led international virtual and in-house teams for multiple projects from fintech to videogames.
Migrated over 1500 clients of the leading charity payments system into a new CMS in record time while implementing bespoke tools and procedures that saved the company over a year of manual labor. Provided wordpress websites support, updates and accesibility for the global leader in premium hospitality operating more than 70 locations in over 20 markets.
Developed and released the first e-commerce website of my home town in 1999

PROFESSIONAL SKILLS

To build teams of technology enthusiasts delivering quality work on time and budget. Sourcing talent, going hands-on, planning and executing technology projects of any size, managing multicultural agile teams in English and Spanish, while keeping stakeholders in the loop. Learning new tech constantly. I enjoy troubleshooting, chasing bugs, solving problems, investigating and helping others solve problems.

• Particularly adept at researching and learning new products, services, tools and other technologies.
• Ability to understand large scale architecture and communicate with different responsible parties.
• Provide exceptional client experience by researching, diagnosing, and responding to client inquiries in a professional manner.
• Triage and prioritize incoming questions and requests to engineering teams.
• Research and identify solutions to software problems, technical issues.
• Ensuring effective front-end and back-end functionality of applications.
• Refer to internal knowledge base or external resources to provide accurate tech solutions.
• Document technical knowledge in the form of articles and manuals.
• Familiar with ticketing tools like Jira and documentation tools like Confluence.
• Consulting with the software development team, internal users, and clients to improve application performance.
• Documenting processes and monitoring application performance metrics.
• Providing front-end support to clients and colleagues in other departments.
• Follow best practices for change control of proposed solutions.
• Establishing the root causes of application errors and documenting actionable steps for engineering resolution.
• Implement Support Engineering best practices including contributing to process improvements and documentation.
• Build internal tooling to help being more self-sufficient and effective in solving customer issues.
• SQL and database tools knowledge.
• Hands-on experience supporting Windows/Linux/Mac OS environments.
• Familiarity with remote desktop applications, VNC, Remote Desktop, and help desk software.
• Excellent problem-solving and communication skills.

HTML5 | CSS3 | JS | BASH | REST API | PYTHON | LINUX | AWS | CLOUD | LAMP | RAILS | ADOBE | MYSQL | AMPLIFY | SERVERLESS | DOCKER | SELENIUM | GIT |
CYBERSECURITY | SASS | HAML | GRUNT | PHP | WORDPRESS | NODE | ANGULAR | REDIS | RUBY | NETWORKING | VMWARE | CD/CI | DEVOPS | JIRA