

Rommel Espinoza

Technical Support & API Integration Specialist

Profile

Highly analytical IT Professional with extensive experience in technical support and API integration, consistently optimizing operational efficiency and resolving complex issues. Proven ability to deliver exceptional customer satisfaction through effective troubleshooting and proactive communication. I'm actively expanding my expertise in web development, data analysis, Python, and SQL, seeking to leverage my strong IT foundation and problem-solving skills to build efficient solutions and contribute to dynamic technical teams.

Employment History

API Integration Engineer, EML Payments, Dublin

JUNE 2021 – AUGUST 2024

- Designed and implemented resilient, performant **REST APIs** for EML Payments, a global **fintech** leader in payment solutions, ensuring dynamic data synchronization across various payment programs and mobile applications, enabling seamless enterprise-wide integration with diverse client systems.
- Collaborated with cross-functional teams (Product, UX, Engineering, Marketing, Sales) to define and align API vision and strategy with customer needs and business goals, ensuring successful deployment of core API offerings.
- Acted as a key liaison between clients, non-API project managers, the API integration team, and API developers to ensure the successful and timely delivery of complex API Integration projects.
- Developed and managed a suite of APIs to support both internal and external customers, driving API & Integrations strategy from concept to production.
- Drafted high-quality, non-technical API documentation articulating business value and benefits, and devising use cases to describe how partners could leverage APIs to achieve their business goals.
- Functioned as the voice of the customer, deeply understanding client-side user needs, workflows, and how the enterprise would benefit from API offerings.
- Leveraged **Palantir Foundry** to integrate **data** and **models** into operational workflows, optimizing real-time decision-making and enhancing system interoperability through **Foundry's Ontology**.
- Designed and managed **AI-driven workflows**, automating processes to improve operational efficiency and ensure seamless data and model integration without duplication, adhering to established data governance.
- Managed inbound customer calls and queries related to API issues, prioritizing first-time resolution to ensure high levels of customer satisfaction and meeting established **KPIs** (e.g., First Response Time, Average Resolution Time).
- Supported and trained new agents, enhancing team capabilities and knowledge transfer processes.

Sous Chef, The Kettle Street Cafe, Lisdoonvarna, Ireland

2018 – 2020

Responsible for overseeing the team, ensuring dish quality and consistency, and managing daily operations.

Computer Network Administrator, Directa Group, Caracas, Venezuela

MARCH 2006 – DECEMBER 2012

- Developed **Contact Center** infrastructure and administration for two subsidiaries, managing logistics for 950 workstations.
- **Led project implementation**, including infrastructure setup and **technical support**, ensuring seamless operations.

Details

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Links

Portfolio

Courses

- ❖ IELTS Intermediate., Seda College.
- ❖ PowerBi C2, eCollege.
- ❖ Databases C3, eCollege.
- ❖ IT Specialist Python 2025, eCollege.
- ❖ Installing and configuring SQL Server 2016.
- ❖ SKILLS Installing and Configuring Windows Server® 2003.
- ❖ Implementing an Advanced Server Infrastructure.
- ❖ Active Directory services with Windows Server 2003R2.

Languages

English

Spanish

- Managed and coordinated communication solution projects, providing leadership to ensure timely delivery.
- Collaborated with legal and technical teams to secure permissions, ensure equipment availability and proper configuration, and provide efficient site access for professional service execution.
- Maintained **Windows Server** and PC infrastructure across multiple **data centers**, ensuring reliability and operational excellence.
- Monitored Windows servers and equipment to guarantee uptime, promptly addressing issues to maintain performance.

Configuration, Troubleshooting, and Management:

- Security: WSUS (Patch Management), Antivirus, Device Encryption.
- **Microsoft Exchange**: Adding users, managing mailboxes, and system maintenance.
- Networks: Ethernet, TDM, Firewall, LAN Management Switches, Demarcation Points.
- Reporting: Provisioned and configured special reports, including IP-SLA metrics (delay, packet-loss, jitter), and protocol management.
- Desktop Management: Installed, configured, and maintained Windows desktops (XP, 7, 8, 10,11), including regular updates and troubleshooting.

Sales Agent, Directa Group, Caracas, Venezuela

APRIL 2004 – APRIL 2006

Developed prospecting and client acquisition strategies, increasing the customer portfolio by XX%.

Managed client relationships, ensuring loyalty and satisfaction through tailored solutions.

Conducted market and competitor analysis to identify growth opportunities and adjust sales strategies.

Education

Bachelor of Computer Science, Universidad Simon Rodriguez, Caracas, Venezuela

SEPTEMBER 2001 – JULY 2006

Skills

- Programming Languages: **Python, JavaScript** (actively learning)
- Frontend Technologies: **HTML, CSS, Tailwind CSS** (actively learning)
- Backend Frameworks: Django, Flask, React (actively learning)
- Databases: MySQL, SQL, **PostgreSQL**
- APIs: RESTful APIs, API Development & Integration, **Postman**.
- Tools & Platforms: Palantir Foundry, Elasticsearch (or Splunk), Chrome Developer Tools, Zendesk, **Jira**, Confluence, **Git**,
- Operating Systems: **Windows Server**, Linux
- Networking: Ethernet, Firewall, LAN Management, TDM, TCP/IP
- Cloud: **AWS, Azure** (interest/basic knowledge)