

Rommel Espinoza

Technical Support & API Integration Specialist

Profile

IT professional with experience in optimizing operational profitability and quality improvement through network management, security policies, and project execution. Actively training and growing in web development and data analysis, seeking to apply technical skills to build efficient solutions and extract value from data. Interested in positions offering challenges in web development and data analysis, where I can contribute my strong IT foundation.

Employment History

API Integration Engineer, Prepaid Financial Services, Dublin

JANUARY 2022 – AUGUST 2024

- Create & manage a suite of APIs to support both internal & external customers
- Designed and implemented **REST APIs** for dynamic data synchronization between servers and mobile applications, enabling seamless integration with other systems.
- Collaborated with cross-functional teams to define API vision and strategy, aligning them with customer needs and business goals.
- Drafted non-technical API documentation, articulating business value and use cases to support partner success.
- I was the voice of the customer and deeply understood the needs of client-side users, workflows, and how the business would benefit from the API offering.

Data & Operations Optimization with Palantir Foundry:

- Leveraged **Palantir Foundry** to integrate data and models into operational workflows, optimizing real-time decision-making and enhancing system interoperability through **Foundry's Ontology**.
- Design and manage **AI-powered workflows**, automating processes to improve operational efficiency.
- Ensure seamless integration of data and models without duplicating underlying assets, while complying with established data governance standards.
- Established fraud detection rules within Foundry's data ecosystem to proactively identify and flag suspicious transactions.

Bilingual Customer Services Representative, Prepaid Financial Services

JUNE 2021 – DECEMBER 2021

- Respond to Spanish and English customer's calls and emails.
- Assisting customers over the phone in a timely and professional manner.
- Management and resolve customer queries and complaints
- Follow up customer calls where necessary Adhere to company Key Performance Indicators
- Supervising transaction monitoring and ensuring adherence to customer due diligence obligations.
- Performing relevant quality assurance evaluations for critical anti-money laundering (AML) procedures.
- Conducting an examination of Know Your Customer (KYC) documents, in addition to any supplementary documentation that pertains to the merchant.
- Detect and report suspicious financial activities

Details

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Links

[Portfolio](#)

Education

Bachelor of Computer Science,
Universidad Simón Rodríguez,
Caracas, Venezuela
SEPTEMBER 2001 – JULY 2006

Courses

Cloud Computing C4 (currently)
JavaScript (currently).
Databases C3 (currently).

Power Bi C2, eCollege.
Databases C3, eCollege
IT Specialist Python 2025,
eCollege.
IELTS Intermediate., Seda
College.

Microsoft Azure cloud
Fundamentals

Management of Microsoft
Server 2016, 2019

Active Directory services with
Windows Server 2003R2.

Microsoft Internet Security and
Acceleration (ISA) Server 2006.

Microsoft Office 365.

SQL Server (Install, Config,
Mgmt.

Sous Chef, The Kettle Street Cafe, Lisdoonvarna, Ireland

2018 – 2020

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

Developed and maintained comprehensive staff training plans to ensure staff were up to date on new recipes and techniques.

Kitchen Porter, Hydro Hotel, Lisdoonvarna

APRIL 2014 – OCTOBER 2016

I was in charge of washing dishes, utensils, and equipment, as well as cleaning the kitchen areas.

Computer Network Administrator, Directa Group, Caracas, Venezuela

MARCH 2006 – DECEMBER 2012

- Developed and administered the **Contact Center** infrastructure for two subsidiaries, managing the logistics of 950 workstations.
- Reduced server infrastructure incidents through efficient technical support management.
- Managed Call Center projects for major national and international companies, including **CANTV, Banco de Venezuela, Banco de Canarias, Novartis de Venezuela, and Open English.**
- Implemented and managed **Microsoft Active Directory services: DNS, DHCP** service configuration, and GPO establishment and management.
- Designed internet security policies with Microsoft Security and Acceleration (**ISA**) **Server 2006.**
- Established domain **backup servers**, ensuring a robust and secure infrastructure.
- Managed and coordinated communication solutions projects, leading teams to ensure timely delivery.
- Collaborated with legal and technical teams to obtain permits, ensure equipment availability and correct configuration, and provide efficient site access for the professional execution of services.
- Maintained Windows Server and PC infrastructure across multiple data center, ensuring reliability and operational excellence.
- Monitored Windows servers and computers to ensure uptime, quickly resolving issues to maintain performance.
- **Provide Level 1&2 IT support.**
- Soporte **VOIP** Inconcert.

Configuration, Troubleshooting, and Management:

- Security: **WSUS** (Patch Management), Antivirus, Device Encryption.
- **Windows Server 2012** administration and maintenance
- **Microsoft Exchange:** Adding users, managing mailboxes, and system maintenance.
- Networks: Ethernet, TDM, Firewall, LAN Management Switches, Demarcation Points.
- Virtualisation (**VMWare or Hyper-V**)
- 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.

Skills

- ❖ Excellent time management skills
- ❖ Ability to prioritise.
- ❖ Responsible.
- ❖ Effective Problem Solving.
- ❖ Ability to quickly learn and adapt to new skills.
- ❖ Effective Problem
- ❖ Teamwork & Collaboration
- ❖ AWS
- ❖ HTML
- ❖ CSS
- ❖ Django
- ❖ TailwindCss
- ❖ Git
- ❖ PostgreSQL
- ❖ Python

Languages

Inglés

Español; Castellano