

Marcelo Poblete

Technical Support Engineer · Production Reliability · API Integrations

Coquimbo, Chile · Open to worldwide remote

[LinkedIn](#) | [GitHub](#) | [Portfolio](#) | [Email](#) | [WhatsApp](#)

Professional Summary

Technical Support Engineer with 5+ years working on production SaaS platforms and distributed systems. Specialized in high-impact incident handling and complex integrations for enterprise customers, often in remote support settings and small teams where ownership and autonomy are critical.

Comfortable collaborating across time zones in English (C1) and using AI tools (MCPs, agents) to streamline investigation, documentation, and operational workflows.

Core Skills

- Incident & Reliability: High-severity (P0/P1) response, managing escalations, Root Cause Analysis (RCA), post-mortem documentation, and on-call rotation.
 - Integrations & APIs: REST architecture, webhook pipelines, OAuth security, JSON data handling, Twilio messaging, and distributed system connectivity.
 - Infrastructure & Automation: AWS, containerization (Docker), Linux environments, Bash, Terraform (IaC), Nginx, and CI/CD; SQL and NoSQL (MySQL, MongoDB, Firebase).
 - Operations & Tooling: Postman, cURL, Jira/Confluence, Linear, ticketing lifecycle, knowledge base engineering, and AI-driven investigative workflows.
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Professional Experience

Technical Support Engineer · Rootly · Remote

Sep 2024 – Feb 2026

- Led investigations for critical production incidents in a multi-region SaaS environment, tracing issues across microservices and integration boundaries.
- Analyzed REST API behavior, webhook pipelines, OAuth authentication flows, and Twilio-based messaging to restore functionality and prevent recurrence.
- Identified patterns in race conditions and retry storms, then partnered with engineers to adjust validation logic, retry policies, and service interactions.
- Formalized troubleshooting playbooks and technical notes, turning ad-hoc investigations into reusable guidance for future incidents and enriching internal knowledge bases.
- Worked as one of only two support engineers, independently prioritizing incident queues, coordinating with engineering, and maintaining service reliability without heavy oversight.
- Applied AI tools (MCPs and agents) at a user level to summarize logs, draft documentation, and explore alternative investigation paths more quickly.

Technical Support Specialist II · PagerDuty · Remote

Jan 2023 – Aug 2024

- Managed escalations for complex alert-routing and API-ingestion issues affecting enterprise customers across diverse SaaS environments.
- Built small internal utilities and scripts to connect data sources, surface relevant logs, and reduce repetitive manual steps in investigations.
- Collaborated with Product and Engineering to clarify integration expectations for customers, feeding recurring issues into documentation, product improvements, and help center content.
- Captured recurring investigation patterns in internal knowledge bases, helping reduce time-to-resolution for future incidents and supporting onboarding of new team members.

Integration Support Engineer · Pago Fácil · Chile (Hybrid/Remote)

Jan 2020 – Jan 2023

- Provided remote support to merchants integrating with a payment gateway, focusing on production behavior rather than sandbox scenarios.
- Used SQL and log data to identify reconciliation issues, missing transactions, and inconsistencies across systems.
- Mapped API contracts end-to-end to identify mismatches, invalid payloads, and webhook delivery issues impacting payment flows.
- Proposed adjustments to retry behavior and error handling that reduced noise and improved reliability for high-volume transaction streams.
- Coordinated with Engineering and Operations during releases to protect critical payment paths and ensure that integration changes shipped smoothly.

Education & Certifications

- DevOps Specialization · Universidad de Santiago de Chile
- System Analyst (Summa Cum Laude) · Instituto CIISA
- Python for Everybody Specialization · University of Michigan
- Okta Certified Professional

Languages

- Spanish: Native
- English: C1 / Advanced

Other Qualifications

- Chilean Professional Driver's Licenses: Certified across classes A2, A4, C, and B.