Ariel Markel

Buenos Aires, Argentina | +54 911 5221 3971 | markelari@gmail.com
LinkedIn: https://www.linkedin.com/in/ariel-markel-273aa67a/

IT Support & Customer Success Lead | Technical Support Manager | Software Engineer

Professional Summary

IT Support & Customer Success Lead with 20+ years of experience in software engineering and support. Proven ability to lead remote teams, resolve complex incidents, and ensure high client satisfaction. Skilled in Java/Spring Boot development, troubleshooting, KPI management, and customer success operations.

Skills

Technical Skills

- Java, Spring Boot, REST APIs
- SQL, Microservices
- DevOps & CI/CD
- Monitoring tools: CloudWatch

Support & Leadership

- Incident Management
- SLA / KPI Tracking
- Escalation Handling
- Team Coordination & Scheduling
- War Room Management

Soft Skills

- Communication & Stakeholder Management
- Customer Service
- Problem Solving
- Agile / Scrum Leadership

Work History

Software Developer / Support Engineer – Freelance (Nov 2024 – Present)

- Develop and maintain applications using Java 11, Spring Boot, and RESTful APIs.

Customer Success Lead – WSO2, Remote (Jun 2021 – Nov 2024)

• Led a remote team of 6 responsible for classifying and managing incidents.
• Managed daily support operations, escalations, war room coordination, and scheduling.
• Conducted operational reviews to enhance customer experience.
• Handled 3–4 customer calls daily to resolve technical issues.

Sr Java Engineer / Project Lead – Medifé, Buenos Aires (Jun 2019 – Jun 2021)

• Led team in Agile environment: sprint planning, stand-ups, retrospectives.
• Tracked KPIs such as velocity, cycle time, bug resolution.
• Coordinated developer, QA, and product owner workflows.
• Reported progress and blockers to upper management.
• Developed and tested microservices; mentored junior engineers.

Sr Java Engineer – Notary Association of Buenos Aires (Jun 2017 – Jun 2019)

• Developed Java applications with test automation.
• Implemented Agile and CI tools to streamline development.
• Automated deployment using DevOps tools.

Education

Bachelor of Computer Science – Palermo University, Buenos Aires (Mar 2002 – Dec 2009)

Languages

• English – Advanced
• Spanish – Native