

Santiago Sánchez Correa

Software Engineering · Tier 3 Escalation · Production Reliability

Building scalable systems and AI-powered solutions

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Cali, Colombia · Remote

SUMMARY

Hybrid support and software engineer. Lead Tier 3 support for PRMS, CGIAR's global results-reporting platform: I own the hardest escalations, trace them to root cause in logs and production data, and close the loop with engineering — from functional spec and mockup to the fix in production. I build with AI-assisted, spec-driven workflows.

EXPERIENCE

Alliance of Bioversity International & CIAT (CGIAR)

IBD Unit · Hybrid / Cali, Colombia

Support Analyst — Lead Support, PRMS

2023 – Present

- Lead technical support for a global monitoring & evaluation platform used across CGIAR's research portfolio.
- Resolve complex cases escalated from Tier 1 and Tier 2: root-cause analysis, bug reproduction, log tracing and database investigation.
- Data analysis and advanced SQL on MySQL 8: optimized an Innovation Packages reporting query (~25 correlated subqueries) by pushing filters into CTEs; flagged collation mismatches blocking index use.
- Bridge to engineering: functional specs, navigable HTML mockups and Jira tickets for developer handoff; ship bug fixes and features with AI-assisted, spec-driven development aligned to each project's technical guidelines.
- Built glossary definition versioning separating legacy and current reporting cycles, with a dedicated admin interface.
- Coordinated QA for the Theory of Change improvements epic: test tracker, retest tracking and summary metrics.
- Redesigned the CLARISA partner-validation process (BPMN AS-IS / TO-BE) with AI match-quality tiers and routing rules.
- Administer FreshService for the unit: incident management, agent and license management.

Web Developer (internship) · Frontend & QA

2022 – 2023

- Built frontend features with AngularJS and HTML.
- Maintained QA for releases: test plans, regression and retest tracking, release sign-off.
- Provided application support to users while building deep product knowledge across modules.

Alohados.com

QA & Customer Onboarding

2026

- Performed QA on the application ahead of its production launch.
- After go-live, contacted customers to onboard them with guided walkthroughs of the app — direct customer-facing work.

Centro Comercial La Pasarela

Full-time · Cali, Colombia

IT Technician

2017 – 2022

CONSULTING & PRODUCTS

Granizados Catary — Co-founder

2026 - Present

- Co-founded the business with two partners; manage supply purchasing and payments.
- Built and support its multi-tenant POS and business platform: sales with automatic inventory deduction, electronic invoicing (Dataico), payroll, accounts receivable/payable and a customer gamification engine (weekly codes, rankings, prize roulette). Next.js 15, NestJS, Supabase (PostgreSQL + Auth), Tailwind CSS.

chaovuelas.com — Product & Engineering

2026 - Present

- Lead engineer of a SaaS for real-estate agents: per-party data and document collection by secure link, missing-data checklist, contract drafts exported to PDF and AI-assisted contract adjustments; MVP piloting with invited agents. Next.js 16, React 19, Cloudflare Workers (D1, R2), Better Auth, Claude API.

FECB credit platform — Solution Design (upcoming)

Upcoming

- Proposal and solution design for a phased employee-fund platform: online payments, credit portal and future mobile app.

TOOLKIT

Languages	TypeScript, JavaScript, Python, SQL
Backend & data	Node.js, NestJS, MySQL 8 (CTEs, query tuning), PostgreSQL / Supabase, data analysis, Power BI
Frontend	React, Next.js, AngularJS, Tailwind CSS, HTML, navigable mockups
Infra & delivery	Cloudflare Workers (D1, R2), AWS deployments, CI/CD, Git
Support & ops	Jira, FreshService, incident management, log tracing, RCA
AI engineering	Claude Code, Claude API, spec-driven development, MCP integrations, n8n
Process	BPMN, functional specs, QA planning

CERTIFICATIONS

- [Technical Support Fundamentals — Google · Coursera](#), 2024
- [The Bits and Bytes of Computer Networking — Google · Coursera](#), 2024
- [Operating Systems and You: Becoming a Power User — Google · Coursera](#), 2024

EDUCATION

Systems Engineering (B.Eng.) — Universidad Santiago de Cali

2024

LANGUAGES

Spanish	Native
English	

BEYOND WORK

Co-founded a small business in Cali with two partners; running it keeps me close to real customers and real numbers.