Edy Rolando Rojas González

Implementation & Automation Engineer | CRM & Workflow Automation

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Implementation & Automation Engineer with 3+ years of experience delivering CRM implementations and workflow automation for clients in 3+ countries. Led the Implementation department at Conversión a Venta (10+ CRM implementations, 40% lower Zapier costs) and now work as a freelance automation developer under my personal brand, RyukCode, supporting 5–7 clients monthly (50% fewer automation errors through monitoring and alerts). Computer Science and Systems Engineering student at USAC (expected graduation 2028) with an academic foundation in Linux internals, virtualization, Kubernetes, and cloud (AWS, Azure, GCP).

Technical & Business Core Competencies

Domain	Technologies & Frameworks
Automation & Integration	Zapier, n8n, Make, Hookdeck, REST APIs, Webhooks, Postman
CRM & Low-Code	Pipedrive CRM, WordPress, Airtable, Glide, AppSheet
Cloud	AWS (EC2, ALB, Lambda, S3, IAM, Cognito, Lex, Translate), Azure (VMs, Load Balancer, Blob Storage), GCP (VMs, Kubernetes)
DevOps & Containers	Docker, Kubernetes, KubeVirt, GitHub Actions (CI), Dependabot, Vercel, Grafana, Zot registry
Operating Systems & Virtualization (academic)	Linux internals and kernel modification, virtualization, system configuration, network labs in GNS3 (FortiGate, MikroTik)
Languages & Backend	Python, Go, C, TypeScript, Java, Node.js, React, Astro, Next.js, microservices
Databases	PostgreSQL, MySQL, MongoDB, Cassandra, Neo4j
Process & Leadership	Scrum, SLA design, Asana, client training, mentoring

EXPERIENCE

Freelance Automation Developer (independent, under the RyukCode personal brand) | Dec 2025 – Present

- Provide monthly support and maintenance to 5–7 clients: manage their Make accounts, fix errors, connect new forms, and diagnose and configure WordPress sites.
- Cut tooling costs by 30% for Triángulo Creativo, a Colombian company.
- Designed a multi-platform automation model combining Zapier, Make, and n8n Cloud, keeping processes scalable and under continuous improvement.
- Reduced automation errors by 50% by setting up alerts to the technical team and a lightweight Airtable database tracking n8n failures, keeping costs predictable and decisions data-based.

Implementation Specialist, Conversión a Venta | Jan 2024 – Oct 2025

- Led the Implementation department, overseeing system monitoring, automation optimization, and kickoff sessions with clients and internal teams in 3+ countries.
- Delivered 10+ full CRM implementations tailored to each client's sales workflows.
- Cut Zapier integration costs by 40% by migrating key automations to n8n and Hookdeck, and standardized reusable workflows across Zapier, n8n, and Make.
- Created the department's first SLA and a custom intake form system, reducing request misrouting and improving ticket traceability.
- Supported the team's adoption of Scrum with automation strategies and technical input.
- Mentored 3+ interns, receiving positive feedback on leadership and training clarity.

Jr. Implementation Specialist, Conversión a Venta | Dec 2022 – Dec 2023

- Resolved 100+ internal and client tickets on CRM configuration, workflows, and automation issues.
- Monitored real-time automation flows in Zapier and n8n and fixed errors, reducing downtime and manual intervention.
- Documented workflows and onboarded users to the automation platforms.

EDUCATION & TRAINING

BSc in Computer Science and Systems Engineering, Universidad de San Carlos de Guatemala (USAC) | 2017 – Present (coursework completion expected 2027; graduation expected 2028)

Certifications & Training: AWS Academy ML Foundations (AWS, 2025); Software Development Fundamentals Bootcamp (Core Code, 2022); Scrum Essentials

Languages: Spanish (Native), English (Professional Working Proficiency)

PROJECTS

- **Custom Linux kernel and resource monitor (academic, Operating Systems 2):** Compiled a custom Linux 6.12 kernel with our own system calls, reused phase by phase to build a system resource monitor with file-change alerts.
- **Cloud-native backend infrastructure (academic, GCP):** Coordinated a team deploying a multi-service backend on Kubernetes with RabbitMQ, Valkey (Redis), and Grafana monitoring; virtualized workloads with KubeVirt. Configured GCP virtual machines hosting a private Zot container registry so images were pulled from it instead of Docker Hub.
- **Multi-cloud infrastructure (academic, Systems Seminar 1):** In a team of 3 with rotating roles, coordinated frontend, backend, and infrastructure work, deploying on AWS (EC2, ALB, Lambda, S3, IAM, Cognito, Lex, Translate) and Azure (virtual machines, load balancers, Blob Storage); earned an outstanding final grade.
- **Personal website (ryukcode.xyz):** Built with Astro and deployed on Vercel from a GitHub repository with a GitHub Actions CI pipeline and Dependabot for dependency updates.