



Adolfo Luzardo Cabrera

Technical Expert

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📄 Resume PDF

EDUCATION

Bachelor's Degree in Telecommunications Technology Engineering
ULPGC
2009 - 2014

LANGUAGES

- Spanish (Native)
- English (Professional)

INTERESTS

- Fintech
- Blockchain
- Gastronomy
- ➔ Travelling

PROFESSIONAL SUMMARY

Seasoned technology professional with over 10 years of experience in software development, technical support, and operations management. Proven expertise in leading technical teams, managing complex projects, and driving software releases. Adept at remote team leadership, technical integrations, and troubleshooting across various sectors, including iGaming, logistics, and technical consulting. Committed to continuous learning and delivering innovative solutions in dynamic environments.

EXPERIENCES

Operations Support Manager 2022 - 2024 (2 years)
CIRCL Technologies Ltd, Remote

- Release Management: Oversaw and facilitated software releases, coordinating with cross-functional teams to ensure minimal customer disruption and smooth deployment.
- Technical Support: Managed technical support operations, addressing and resolving complex customer queries efficiently to maintain high satisfaction.
- Technical Integration: Acted as the technical expert for new and existing customer integrations, managing stakeholder communication and enhancing product solutions.

Lead Technical Support Engineer 2022 - 2022 (10 months)
Gaming Innovation Group, Remote

Led the “GiG Magic Brand Support” team, working 100% remotely to provide expert support to frontend developers from HardrockCasino, Guts, Thrills, Superlenny, Highroller, Rolla, and Betspin. In this role, I was responsible for:

- Assisting and educating frontend developers on the use of the GiG Magic API, Hubot, and Cashier Payment App.
- Sharing knowledge and best practices regarding our APIs and applications.
- Diagnosing and resolving bugs in the GiG Magic API, Hubot, and Cashier Payment App.
- Developing and implementing new features for these systems to enhance functionality and performance.
- Prioritizing and managing tasks and issues on our project board.
- Monitoring system logs and communication channels to ensure system stability and performance.
- Providing 24/7 production support, promptly addressing and fixing issues as they arose.
- Investigating and identifying problems within the GiG Magic API, Hubot, or Cashier Payment App.-
- Onboarding and training new team members on our systems and processes.-
- Deploying and releasing new versions of the GiG Magic API.

Software Developer 2016 - 2022 (6 years)
Gaming Innovation Group, Remote

- Contributed to the GiG Magic Backend Team, focusing on migrating from a monolithic to a microservices architecture and transitioning databases from RethinkDB to ElasticSearchDB.
- Developed backend services in NodeJS and Golang, enhancing the GiG Magic API and meeting new requirements from various casino clients.
- Participated in a remote team, collaborating with team members across Europe.

QA Engineer 2016 - 2016 (5 months)
Gaming Innovation Group, Marbella (Spain)

- Worked as a QA Engineer for three casino platforms: Kaboo, Superlenny, and Thrills.
- Developed an open-source End-to-End testing framework using Protractor, Cucumber, and Appium.
- Conducted smoke testing, managed issues via GitHub and Zenhub, and contributed to behavior-driven development.

Junior Frontend Developer 2016 - 2016 (3 months)
Gaming Innovation Group, Marbella (Spain)

- Worked on AngularJS applications for casinos, focusing on bug fixes and feature development.
- Collaborating with the team using GitHub for version control and code integration.

Full-stack Developer 2015 - 2016 (1 year)
Symless, Reading (UK)

- Developed web applications using Symfony2, PHP, HTML, CSS, and JavaScript.
- Implemented payment solutions (Stripe, PayPal) and adhered to SCRUM methodology.

Full-stack Developer 2014 - 2015 (1 year)
Singular Factory, Canary Islands (Spain)

- Developed web and mobile applications using Symfony2, PHP, HTML, CSS, AngularJS, and Java.
- Led various projects including Mercadis Web and App, GDAPortalEmpleadoWeb, and NativeAd Web and App.

SKILLS & PROFICIENCY

