

Rolando Bergmann

rolando.bergmann.p@gmail.com | 56996330572 (Mobile) | www.linkedin.com/in/rolando-bergmann | Santiago, Chile

SUMMARY

I am a seasoned Senior Support Engineer and Support Manager. With over 13 years of extensive experience in global and multicultural environments, I have honed my expertise in software support, application support, and support team management. I possess a robust skill set, including analytical skills, collaborative problem-solving, data analytics, and data visualization.

EDUCATION

Universidad de Artes, Ciencias y Comunicación <i>Computer Science Engineer, Computer Science</i>	2020 - 2022
4Geeks Academy <i>Full Stack Developer, Computer Programming</i>	2019 - 2019
Universidad Mayor <i>Diploma in project management, Project Management</i>	2016 - 2016
DuocUC <i>Network Administration, Information Technology</i>	2002 - 2006

EXPERIENCE

Checkr, Inc. <i>Senior Support Engineer III</i>	March 2025 - Present Gran Santiago, Región Metropolitana de Santiago, Chile
<ul style="list-style-type: none">Tier 3 support for Checkr's background check platform. Resolving technical escalations using different resources, such as log analysis, APIs and Databases. Engineering Support SME for our biggest customer.	
Manhattan Associates <i>Senior Support Consultant</i>	November 2024 - March 2025 Santiago, Santiago Metropolitan Region, Chile
<ul style="list-style-type: none">Provided technical and functional support for Manhattan's Warehouse Management System (WMS). Assisted clients in logistics, analyzed workflows, and resolved issues in collaboration with internal teams.	
Checkr, Inc. <i>Senior Support Engineer III</i>	September 2024 - November 2024 Región Metropolitana de Santiago, Chile
Appen <i>Independent contractor</i>	December 2023 - September 2024 Chile
<ul style="list-style-type: none">Appen provides or improves data used for the development of machine learning and artificial intelligence products. Data types include speech and natural language data, image and video data, text and alphanumeric data and relevance data to improve search and social media engines.	

Uber

January 2023 - May 2023

Product Support Team Leader

Santiago Metropolitan Region, Chile

- Led a team of up to 10 agents, applying project management principles to balance delivery with continuous improvement. Served as the go-to advisor for tooling strategy, onboarding new team members, and driving adoption of best practices across the organization.
- SLAs
- KPIs
- Data Analytics
- Team Capacity
- Remote Team Management -

Uber

March 2021 - May 2023

Product Support Tools Admin

Santiago, Santiago Metropolitan, Chile

- Owned the end-to-end administration of internal support tooling for the Product Inbound Team, a responsibility that grew organically from demonstrated impact and was formalized into a dedicated role. Managed the full lifecycle of Jira configurations including workflows, automations, custom fields, user permissions, and dashboards, ensuring the platform scaled with the team's operational needs.
- Partnered with upper management to translate operational data into actionable insights using Looker Studio and complementary analytics tools, enabling data-driven decisions around SLAs, KPIs, team capacity, and quality reviews. Designed and maintained webhook and API integrations to extend platform capabilities and reduce manual overhead.
- KPIs
- Data Analytics
- Team Capacity
- Project Management
- APIs
- Webhooks
- Workflows

Cornershop by Uber

May 2020 - March 2021

Application Support Analyst

Santiago Metropolitan, Chile

- Technical support for internal/external systems and apps. Liaison between external support and software teams. Creation and follow-up of user stories, enhancements, and bug tickets.

ServiceRocket

April 2016 - February 2020

Platform Support Engineer

Santiago, Chile

- Part of the Learndot LMS Software Support Team, working directly with customers through tickets and calls, solving low to medium-complexity software issues. Collaborating internally with stakeholders, such as development teams, product owners, sales, etc. Creation and follow-up of user stories, enhancements, and bug tickets. DevOps chapter, supporting the team with platform-related issues and tasks. Cloud
- Software Support
- API
- Troubleshooting
- Containers
- Platform Support
- English

Oracle

April 2012 - March 2016

Sparc Products Support Engineer

Santiago de Chile

- Part of the Oracle SUN Sparc Products Support Team, working directly with customers like big telecom companies, government agencies, etc. Strong focus on customer satisfaction through quickness and quality Oracle Service Support Awards nominee “Customer Impact” category.

SKILLS

Background Checks • Snowflake • Problem Solving

LANGUAGES

Portuguese (Limited Working) • Spanish (Native or Bilingual) • English (Full Professional)

CERTIFICATIONS

- IT Management Fundamentals -
- From IT Tech to IT Manager
- Jira Work Management
- Fundamentals Badge
- Scrum Fundamentals Certified (SFC)