Ivan Moyano

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Nationality: Chilean

Summary

Senior Software Engineer with extensive professional experience delivering scalable and high-impact software solutions. I take strong ownership of the products and systems I build, ensuring technical excellence and long-term maintainability. Throughout my career, I have successfully led and mentored engineering teams, driving projects from concept to production while aligning technical decisions with business goals.

To further strengthen my leadership and strategic capabilities, I completed a Master's in Information Technology Management at The University of Queensland (Australia), combining technical depth with strong business and management expertise.

Experience

Principal Software Engineer at Mercado Libre — Santiago - June 2023 to present

I have led the development of a new GoLang-based API within the Customer Experience Team, which plays a critical role in providing essential information to agents through Chat GPT to resolve customer issues. Additionally, I took ownership of an entire application developed in Nordic and three APIs that manage customer bonuses. Throughout this process, I actively gathered detailed technical insights, shared this knowledge during team meetings, and created comprehensive documentation to ensure a smooth transition.

Sr. Software Engineer at AdQuick USA — Remote - April 2022 to May 2023

As a member of the engineering team, I led the development of new features for various modules of the AdQuick application, which manages out-of-home (OOH) advertising. I was involved in all stages of the software development lifecycle, including gathering customer requirements, planning, development, testing, deployment, and ongoing maintenance. Key technologies used include Ruby on Rails, Kotlin, PostgreSQL, GitHub, Heroku, and CircleCI.

Senior Software Engineer at Mercado Libre — Santiago - March 2021 to 2022

Mercado Libre is an Argentine company headquartered in Buenos Aires, with offices across Latin America, operating online marketplaces focused on e-commerce and online auctions. As part of the Customer Experience Team, I am responsible for implementing critical software solutions that enhance the tools agents use to support Mercado Libre's customers. These features must be highly performant and scalable, handling over 120K requests per minute. The backend is API-based, developed using GoLang, Java, and MySQL, with a strong emphasis on unit tests, stress tests, and CD/CI best practices.

Technical Lead at Falabella Financiero — Santiago - January 2019 to Feb 2021

I worked as part of the Agile development team in the Digital Factory at Falabella Financiero, providing services to departments including CMR, Bank, Insurance, and Travel across five Latin American countries. Using the Scrum methodology, we took ownership of our products and communicated directly with internal clients to define and deliver solutions. My responsibilities included requirements gathering, solution design, implementation, and product monitoring.
I worked with technologies such as Angular 8, Java, TypeScript, NodeJS, and tools like Jira, Bitbucket, Confluence, Slack, Kibana, and Portainer. Notable projects include implementing fingerprint validation for customers at Falabella Bank in Mexico, issuing credit cards for customers at Falabella Bank in Peru, and integrating a Kafka Connect solution within IBMi servers..

Tech Lead, Sr. Full Stack Developer at Banco de Chile (Trebol-IT) — Santiago - April 2017 to Dec 2018

Working in the development team of Banco de Chile Business Center, I had to work and coordinate with more than a hundred engineers to complete a web application, targeted to over 3000 users a month, using the app along all branches of Banco de Chile. The most important projects included a module to push notifications to Bank agents with customers' information, Ticketing to manage all customers' problems; and 360 view, which is a module to manage all relevant customer information, a way for our business representatives to get a complete picture of our customers, their current and historical needs.

Sr. Software Developer (On-site and Remote) at Vision Australia   Brisbane, QLD - December 2012 to 2017

Full-time job at Vision Australia, a national radio network with over 500 relay stations, two printed quarterly magazines, and a resource store. I worked on-site from December 2012 to October 2014. After returning to Chile I continued working remotely with them.

I was the lead developer on an eCommerce project for multi-store shopping. The web application was developed with KonaKart, which is a fully featured Java-based enterprise eCommerce shopping cart application (Struts 2 Java framework). I implemented web services and REST APIs to integrate Vision systems with different services such as Order Management Systems, RightAddress, GeoIP MaxMind, and others. I was in charge of analysis, development, unit testing, database modeling, and deployment of the application. In this project, I used Subversion for version control.

IT Consultant at IT4B   Providencia, Santiago 2012

Information Technology For Business, service supplier company for retail, eCommerce, web development, and innovation.

I worked remotely from Australia on various web projects as a Software developer and Project Manager. Some of the projects I developed were for buskauto.cl and todouncine.com. On these projects, I used PostgreSQL as the DBMS and Ruby on Rails as the programming language. I was involved in all phases of the development to build a Minimum Viable Product using Kanban as the method for managing tasks.

Senior Software Engineer at Cencosud Retail Company S.A.   Las Condes, Santiago 2007 to 2011

I worked as a Senior Software Engineer for the Jumbo.cl eCommerce project. Jumbo.cl is a Java-based application (IBM Websphere application server) with IBM DB2 database, jQuery, and other technologies. I implemented the online payment systems for the websites jumbo.cl and easy.cl, integrating them with external systems such as Transbank and Tarjetas Más. I was the lead analyst of Java development for the web system ewong.com, using the knowledge acquired from my work on jumbo.cl.

Software Engineer and Project Leader at Imagemaker IT   Providencia, Santiago 2004 to 2007

I had the role of team leader, with 6 programmers in my team, creating solutions for different clients of the company. I developed different Java projects for bank clients, such as BCI and Corpbanca. I created a survey system in C# .NET, for Mutual de Seguridad Company. I worked on the implementation of different requirements for the web portal of AFP Habitat Company. I was involved in the implementation and maintenance of different websites with PHP and MySQL.

Education

The University of Queensland   Brisbane QLD, Australia

Master of Information Technology (Management)   2012 to 2014

Universidad de Las Américas   Santiago, Chile

Technical Engineer with a concentration in Informatics and Bachelor's of Engineering Sciences   2004 to 2006

Universidad Técnica Federico Santa María   Viña del Mar, Chile

Electronics University Technician   1999 to 2002

Skills and Expertise

- **Languages:** English (Advanced level) and Spanish (Native speaker).
- **Specific knowledge:** Programming languages like NodeJS, Ruby on Rails, Java, TypeScript, GoLang, PHP, Python, Elixir, Angular, React, JavaScript, Ajax, and JQuery. High experience working with Databases: SQL Server, MySQL, Sybase, PostgreSQL, DB2, and Oracle. Experience using SVN, CVS, Git, UI & UX Design, Bootstrap, HTML5, CSS, etc.
- **Software development:** Cursor, Goland, IntelliJ IDEA, RubyMine, and so on.

Honours & Awards

- **Advanced Human Capital Program – 2011 Scholarship**
Given by CONICYT – Chilean Government
The scholarships are intended to prepare professionals from all knowledge areas to study in any country outside Chile. Scholarship eligibility is based on merit and work experience. Applicants must demonstrate a high level of academic achievement.