

Facundo Mariani

SOLUTIONS & IMPLEMENTATION ENGINEER

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Live work: gallardopropiedades.com · centrodentalanze.com

PROFILE

Solutions & Implementation Engineer with 5 years taking enterprise clients from kickoff to adoption — process mapping, workflow configuration, SOAP/REST integrations, UAT and training — on a field-service SaaS serving 2,000+ enterprise tenants. Promoted to lead its AI development: shipped a conversational booking system now live for a provider running 3,500+ service visits/month. Bilingual (Spanish native / English full professional).

EXPERIENCE

OfficeTrack Aug 2024 – Present

Field-service SaaS (Israel, remote) · LATAM & EMEA

AI Development Lead Jun 2026 – Present

- Validate every AI product directly with clients and present to company leadership.
- Designed and shipped a conversational self-booking system for El Cuatro TV (TV/internet provider, 3,500+ service visits/month), replacing a ~125+ call/month reschedule-and-cancel call-center flow — live against the platform's production SOAP API in 4 languages.
- Architected it as one reusable engine + per-client JSON profile: onboarding a new customer is a config file, not a code fork — 60% reused to ship a second product (AI support concierge).
- Demoed the Diagnostic Copilot live to ATC (enterprise telecom) — approved: it builds a live diagnostic plan per case and stops at safety hazards.
- Digitized CAR Ingeniería's paper/Excel service reports (5 templates, 300+ fields) into structured mobile forms with conditional visibility, validation, and photo/signature capture.

Technical Support & Implementation Specialist Aug 2024 – Jun 2026

- Led full-cycle platform implementations for enterprise clients: technical setup, process mapping, workflow and forms configuration, API integrations with ERP/CRM systems — aligned with ISO-certified maintenance protocols.
- Primary B2B contact for onboarding and adoption; monitored usage KPIs and advised clients on process optimization and scaling.
- Bilingual L2 support across web and mobile; UAT testing, escalation to engineering, and training for field teams, supervisors, and administrators.

Founder · Part-time Aug 2025 – Present

Zenith Studio · AI & web development agency

- Deliver and operate complete systems for real businesses: Gallardo Propiedades (real-estate platform with an admin panel the agency runs itself — properties, inquiries, photos, no code), an e-commerce with MercadoPago payments and inventory/supplier panel, and Centro Dental Anze.
- Diagnosed and fixed a live cost incident: an uncached endpoint pulling full tables on every visit was burning 6.46 GB/month of database egress — fixed with a dedicated cached endpoint.
- Own architecture, client validation, and delivery end to end; operate all production infrastructure myself and run self-hosted n8n as the automation engine.

Earlier roles 2021 – 2024

- **Systems Analyst · Komanda F5** (2024) — KommoCRM implementation and business-process automation: workflow rules, approval flows, formula fields.
- **IT Support Specialist · UES Siglo 21** (2023) — L1/L2 support for 200+ users; Active Directory, Windows Server, GPO.
- **Technical Support Analyst L2 · IPTEL** (2021–2023) — enterprise network incident diagnosis (Internet, VoIP, VPN); Cisco-based networks (VLANs, SNMP monitoring).

SKILLS

Implementation & Support: Enterprise SaaS Implementation · Client Onboarding · SOAP & REST API Integrations · ERP/CRM Integration · Multi-language Rollouts · UAT · End-user Training · Bilingual L2 Support · Jira · ServiceNow · KommoCRM

Technical: Linux Server Operation (Hetzner VPS) · Nginx · DNS (Cloudflare) · SSL · Networking Fundamentals (VLANs, DHCP/DNS, VoIP, SNMP) · Windows Server & Active Directory

AI & Automation: Production AI Agents · Prompt Engineering · LLM APIs (Claude, OpenAI) · WhatsApp Business API · Webhooks · n8n (self-hosted)

Languages: Spanish (native) · English (bilingual, full professional proficiency)

CERTIFICATIONS

Google IT Support Professional — Google · 2023

Google Cybersecurity (3 courses) — Google · 2024

Google AI Specialization — Google · 2026

Claude Code in Action — Anthropic · 2026 (in progress)