

GUILLERMO BARBEITO

IT Support | Technical Support | Product Support | Application Support |
Technical Operations

Montevideo, Uruguay | gbarbeitor@yahoo.com | +598 98 422 295
[LinkedIn](#) | [GitHub](#) | [Technical portfolio](#)



PROFESSIONAL SUMMARY

Computer Engineer with experience across service desk, technical support, product support, product ownership and IT operations. I work between users and systems: diagnosing incidents, restoring stable operation, documenting solutions and improving repeatable workflows. Experienced with technical and non-technical users, prioritization, automation and coordination across operational needs and development teams.

CORE SKILLS

Support	Service desk, hardware/software troubleshooting, incidents, user support and documentation
Systems	Windows, Linux, maintenance, backups, migrations and recovery procedures
Product	Product support, requirements, prioritization, stakeholders, Agile and Scrum
Automation	Python, scripting, GitHub Actions, Google Apps Script, APIs and workflows
Web / Git	HTML, CSS, JavaScript, Git, GitHub, GitHub Pages and static deployment
Working style	Diagnose first, reduce risk, verify results and document the handoff

PROFESSIONAL EXPERIENCE

RyC Consultores

2026 - PRESENT

Software Development & Technical Support | Remote

- Remote software development and technical support.
- Issue resolution, maintenance and documentation of operational solutions.

Alorica | Montevideo

OCT 2024 - AUG 2025

Agent / IT Specialist

- Technical support, troubleshooting, configuration and infrastructure maintenance.
- Direct user assistance, incident diagnosis and follow-through to resolution.

Tata Consultancy Services

MAY 2023 - MAR 2024

Help Desk Agent / Product Specialist

- Service desk and product support for hardware and software issues in Windows environments.
- Microsoft and Google tools, documented resolution, prioritization and incident escalation.

Tradehelm

2016 - 2018

Product Owner

- Backlog management, requirements, prioritization and delivery follow-up.
- Coordination across user needs, product goals and development decisions.

Sabre Uruguay

2012 - 2015

Agent / Product Representative / Product Specialist

- User support, issue resolution, functional consulting and training.
- Progressed through customer-facing and product-support roles in an operational environment.

SELECTED TECHNICAL PROJECTS

MENELAO [GitHub]

Python | Tkinter | pytest | SHA-256 | Linux

Non-destructive local application that copies one source to two destinations and verifies the X/A/B triangle with SHA-256 hashes, manifests and reports.

Foundry companion web [GitHub]

JavaScript | Google Apps Script | State | Authentication | Playwright

Web application with independent desktop/mobile views, temporary state and optional Google Sheets and Apps Script synchronization with fail-closed authentication.

Jona Logística [GitHub]

Python | GitHub Actions | Data pipeline | Operations | Privacy

Operations hub for weather, mobility and documents. Its weather pipeline combined multiple sources; personal data and automations were removed when the project closed.

Self-hosted Foundry VTT infrastructure

Windows | Linux | Backup | Migration | Recovery

Operated a self-hosted environment with application and user data separated, controlled migrations, multi-destination backups and documented recovery procedures.

EDUCATION

Computer Engineering

2008

Universidad Católica del Uruguay

ADDITIONAL TRAINING

Agile | Agile Fundamentals | Agility Foundations | Scrum | Professional Scrum Master | Agile Testing | Foundations of AI | Project Management

LANGUAGES

Spanish	Native
English	Professional working proficiency - Cambridge First Certificate passed
Portuguese	Basic

WORKING APPROACH

Understand -> resolve -> verify -> document. Separate the symptom from the problem, choose a proportionate solution, test both the normal path and recovery, and leave enough context for a clear handoff.

References and verifiable project details are available through the technical portfolio and public GitHub repositories.