Diego Pablo Barros Araya

Senior Engineer

contact@diegobarrosaraya.com | diegobarrosaraya.com | linkedin.com/in/diegobarrosaraya | Santiago, Chile

Specification

Summary	Senior engineer for Atlassian platforms, Forge apps and Linux, with over 10 years of hands-on Linux experience. Builds production Forge apps for enterprise Jira Cloud, leads delivery workstreams and mentors junior consultants. Delivers under hard constraints, high stakes and short deadlines.
Base	Santiago, Chile
Languages	English (Full professional proficiency), Spanish (Native Speaker)

Experience

Senior Technical Consultant 2026-01 to present

ServiceRocket, Santiago, Chile

Leads teams and workstreams that turn client goals into Atlassian solutions.

- Built 8 Forge apps that run in production for an enterprise Jira Cloud site with 30,000+ users.
- Own delivery tasks and risks to keep client deadlines on track.
- Design training materials and guides, and deliver technical training sessions.
- Mentor junior consultants on technical and consulting skills.

Senior Customer Support Engineer 2025-04 to 2026-01

ServiceRocket, Santiago, Chile

Senior support for Atlassian products and complex B2B software systems.

- Debugged complex B2B systems for application administrators.

Customer Support Engineer 2024-03 to 2025-04

ServiceRocket, Santiago, Chile

Supported administrators and experienced users of Atlassian products.

- Diagnosed and repaired complex B2B systems, using SQL and Python.

Associate Customer Support Engineer 2023-01 to 2024-04

ServiceRocket, Santiago, Chile

Contract role supporting customers on Atlassian products.

- Resolved Atlassian product issues, working with SQL and Groovy.

Sales Consultant 2022-01 to 2022-04

Xiaomi Technology, Santiago, Chile

Part-time retail sales role for Xiaomi smartphones and ecosystem products.

- Advised customers and handled stock, checkout, unboxing and delivery.

Education

Bachelor of Engineering, Computer Software Engineering 2024-08 to 2025-11

Duoc UC, Santiago, Chile

Associate's Degree, Computer Programming 2021-01 to 2023-07

Duoc UC, Santiago, Chile

Certificates

Curso de JavaScript Flex 2024-01

Atlassian Certified Expert (Emeritus) 2024-01

Atlassian Cloud Organization Admin Certification 2023-07

Jira: Basic Administration (2020) 2023-01

Earlier certifications

Cloud Migration Delivery Accreditation 2024, Atlassian, 2024; Agile At Scale Sales Accreditation 2024-2025, Atlassian, 2024; Confluence Space Administration (APB-CSA), Atlassian, 2024; Atlassian Certified Jira Administrator for Cloud, Atlassian, 2024; Atlassian Certified in Managing Jira Projects for Cloud, Atlassian, 2023; ITIL Foundation Level, PeopleCert, 2023

Skills

Atlassian & Consulting	Jira, Confluence, Bitbucket, SSO, SAML, Technical Consultation, Software Consulting, Design Consulting, Scaled Agile Framework
Languages	Java, Spring Boot, Groovy, Python, TypeScript, JavaScript, SQL, PL/SQL, GraphQL, Google Apps Script, Django, React, Tailwind CSS, Android Studio, Mobile Application Development
Cloud, Data & Ops	Git, Docker, Podman, Kubernetes, AWS, Google Cloud Platform (GCP), Azure AD, Cloud-Native Architecture, Azure Databricks, Microsoft Power BI, Datadog
Linux & OS	Linux System Administration, Debian, Ubuntu, RHEL, NixOS, Arch Linux, macOS, Windows 11
AI Tooling	Claude Code, Cursor AI, OpenCode, Model Context Protocol (MCP), Prompt Engineering