

JORGE CASTRO

Engineering Manager | Technical Leadership | AI Automation | Fintech & LATAM Payments

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Spanish (Native) | English (B2 - Upper Intermediate)

PROFESSIONAL SUMMARY

Engineering Manager with 15+ years of experience in the software industry. Specialized in leading engineering teams, scaling payment platforms, and improving delivery processes in high-demand fintech environments. Proven career trajectory from hands-on development to team management, including co-founding a technology company. Since 2025, actively integrating AI tools (Claude Code, Google Antigravity, n8n) into process automation, management dashboards, and internal tooling.

EXPERIENCE

Engineering Manager - Continuous Improvement | Flow Pagos

Nov 2025 - Present | Santiago, Chile

Leading the Continuous Improvement team (4 developers + 1 QA) focused on platform stability, delivery efficiency, and engineering excellence across operations in Chile, Peru, and Mexico.

- Define priorities, manage the team backlog, and coordinate cross-functional initiatives with other areas of the company.
- Guide the professional development of each team member through continuous feedback and growth plans.
- Design deployment, release, and on-call processes, including structured handover protocols.
- Make technical architecture decisions and support the team in resolving complex problems.
- Build internal tools for process automation and team visibility.

Key Achievements

- Reduced production incidents to near-zero within the first month of management.
- Built AI-powered dashboards for sprint tracking and release management using n8n and the Claude API, eliminating 6 hours of weekly manual work.
- Implemented on-call rotations and handover processes that increased the team's operational autonomy.
- Rebuilt team culture after a high-pressure delivery cycle, restoring trust and delivery rhythm.

Tech Lead & Project Leader | Tuxpan → Flow Pagos (direct hire)

Mar 2023 - Nov 2025 | Chile / Remote

Led payment platform integrations across LATAM. In November 2025, I was brought on directly by Flow Pagos in recognition of sustained technical and leadership impact over 2.5 years.

- Delivered 20+ payment method integrations end-to-end (technical design → production) across Chile, Peru, and Mexico.
- Managed backlog, risks, dependencies, and delivery commitments for a multidisciplinary team.
- Designed and maintained CI/CD pipelines and release processes for high-frequency deployments.
- Technical mentoring, incident response, and architecture guidance for the team.

Key Achievements

- Reduced integration implementation time by 25% through process standardization.
- Measurable improvement in customer satisfaction through faster and more reliable deployment cycles.
- Hired directly by Flow Pagos (Nov 2025) — formal recognition of demonstrated impact.

Senior Laravel Developer | Backpack for Laravel

Dec 2021 - Mar 2023 | Remote (Romania-based company)

Contributed to the development of Backpack and Laravel ecosystem components used by millions of developers worldwide.

- ~20% performance improvements through core package refactoring.
- Code reviews focused on quality, security, and maintainability.

CTO & Co-founder | TWGroup

2013 - 2022 | Viña del Mar, Chile

Founded and led a software development company with teams of up to 15 people, delivering SaaS platforms and custom projects for national and international clients. Over 100 clients and 300 projects delivered in 9 years of operation.

- Designed scalable cloud architectures that reduced infrastructure costs by 30%.
- Led digital transformation and e-commerce projects across multiple industries.
- End-to-end responsibility: hiring, product roadmap, client management, and business P&L.
- Developed a real estate management platform for Chilquinta, reducing manual errors by 80%.

Senior .NET Developer | El Mercurio

Jul 2010 - Apr 2013 | Santiago, Chile

Development and maintenance of the corporate subscription management and regional newspaper distribution system. Stack: .NET, SQL Server, JavaScript.

SKILLS

Management	Team leadership, feedback & coaching, performance reviews, professional development, backlog management
Architecture	Microservices, distributed systems, API design, performance & scalability
Engineering	PHP/Laravel, JavaScript, Python, SQL, AWS, Docker, CI/CD, observability
Security	Ethical hacking, pentesting, secure coding
Methodologies	Agile, Scrum, continuous improvement, on-call management
Infrastructure	Proxmox, Linux, Nginx, PostgreSQL, MySQL
AI & Autom.	Claude Code, Claude API, Google Antigravity, GitHub Copilot, n8n with AI nodes, LLM integration for dashboards and internal tools

EDUCATION

Diploma in Cybersecurity | Universidad de Santiago de Chile

2022 - 2023

University Technician in Computer Science | Universidad Técnica Federico Santa María

2005 - 2008 | Valparaíso, Chile

LANGUAGES

Spanish	Native
English	B2 (Upper Intermediate)