

# FRANCISCO ALEUY

Osoyoos, BC • (709)-220-8100 • contact@franciscoaleuy.ca • linkedin.com/in/faleuy • franciscoaleuy.ca

## Professional Summary

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**Experienced IT systems and technology professional** focused on **identifying operational problems and building simple, low-risk technical prototypes to improve workflows**. Strong background in systems support, scheduling, QA, and process documentation. Experienced working with non-technical teams in service and operational environments. Currently available to support local organizations on a volunteer basis.

## Core Capabilities

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- ✓ Operational Problem Analysis
- ✓ Scheduling & Workflow Optimization
- ✓ Small System Prototypes & Internal Tools
- ✓ QA & Functional Validation
- ✓ Process Documentation & SOPS
- ✓ Collaboration with Non-Technical Teams

## Other Technical Skills & Tools

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JIRA | Confluence | Trello | SQL | PowerShell | Python | Linux | Postman

## Work History

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### Product Owner | May 2021 – Jan 2025

*Entel, Chile*

- Translated operational needs into simple system requirements, prototypes, and process improvements for internal teams.
- Automated and improved HR workflows, increasing process efficiency by **40%**.
- Reduced turnaround time for needs analysis and stakeholder alignment by **30%** through structured templates, documentation, and faster validation cycles.

### Senior Technical Support Engineer | May 2020 – Apr 2021

*MB Solutions Latam, Chile*

- Resolved production incidents and performed system validations across **Linux** and **SQL-based** platforms to maintain operational continuity.
- Built and maintained internal documentation (SOPs / KB) to improve onboarding and incident response.
- Reduced recurring tickets by **25%** through procedural automation and knowledge base optimization.

### Application Development Analyst | Dec 2018 – Feb 2020

*Accenture, Chile*

- Built and maintained scripts/queries for data validation and process monitoring using **SQL** and **Postman**.
- Supported migration activities by testing, documenting changes, and verifying requirements with cross-functional teams.

### QA Manual Tester / QA Automation Tester / Data Quality Analyst | Sep 2009 – Dec 2017

*Allware, Chile*

- Performed end-to-end functional validation and data quality checks to ensure system reliability across telecom platforms.
- Built structured validation documentation and evidence to improve team consistency and reduce rework during releases.
- Designed basic automated validation routines and reporting improvements, reducing critical errors by ~20% and improving traceability.