José Agustín Espíldora Vial

Software Engineer

Santiago, Chile | +56 9 6852 4182 | agustinespildora@gmail.com | github.com/agustinespildora | linkedin.com/in/agustinespildora

WORK EXPERIENCE

Topsort **Remote / Santiago; Feb 2024 – Present**

Software Engineer II (Integrations)

- Built **RAG knowledge-base support chatbots** over the customer portal to auto-resolve frequent questions, and shipped an internal **MCP server** (SQL reasoning, read access to production data, and product context) that **cut customer question turnaround by ~50%**.
- Designed and shipped **low-code integration plugins** for **Shopify, VTEX, Salesforce, Twilio, RudderStack**, and **Algolia**, letting non-technical clients launch Topsort ads with zero custom development.
- Led the integration **PoC for a major LATAM retailer** that proved a **30% revenue lift** over the incumbent ad provider — won the deal and took it live in production.
- Mentor junior engineers and coordinate cross-functional teams (10–20 people), distributing resources based on complexity and impact of clients (**Falabella, Despegar, Ripley, Frávega**) worldwide.

Topsort **Remote / Santiago; Feb 2023 – Jan 2024**

Software Engineer I (Integrations)

- Developed core software for **auction-based advertising engines** serving retail and travel marketplaces.
- Engineered an **ETL migration pipeline** with validation and idempotency to safely onboard clients from previous ad providers, then drove low-code and API integration efficiency.

Ordéname **Santiago; Aug 2021 – Jan 2023**

Fullstack Junior Developer

- Built a B2B messaging and marketing platform for traditional supply chains with **Ruby on Rails**, and refactored the internal admin web platform in **React.js**.

Protorq S.A. **Santiago; Jan 2021 – Mar 2021**

Professional Intern

- Designed the roadmap and built a **Node.js** web demo for a heavy-machinery IoT maintenance-monitoring platform.

EDUCATION

Pontifical Catholic University of Chile **Santiago; 2018 – 2021**

Industrial and IT Engineer, Major in Computer Science

- *John Paul II Foundation Scholarship*

Pontifical Catholic University of Chile **Santiago; 2016 – 2017**

Bachelor in Science and Basic Mathematics

- "College" Program (Honored Enrollment, 2016). Transferred to Engineering with distinction.

TECHNICAL SKILLS

- **Languages:** Python, JavaScript, SQL, C, Ruby.
- **Frameworks:** React, Ruby on Rails, Node.js.
- **Cloud & DevOps:** AWS, Snowflake, Kubernetes, Microsoft Azure, Docker, Git.
- **General:** Agile Methodologies, Technical Leadership, Client Integration Management.

PROJECTS & VOLUNTEERING

Digestive Surgery Center UC **2021**

Frontend Developer (Capstone)

- Developed an organ-transplant management platform using **React**, digitizing the workflow for medical staff to track patient status effectively.

John Paul II Foundation **2016 – 2021**

Student Member

- Weekly participation in the Cognitive Stimulation Program at the "Buen Samaritano" nursing home.

ADDITIONAL INFORMATION

- **Languages:** Spanish (Native), English (Advanced).
- **Interests:** Hiking, Astronomy, Tennis, Padel, Guitar, Film.