

Charles Rosel

Technical Support & Implementation Engineer

10+ years across SaaS support, integrations, and automation. I write Python and PostgreSQL by hand and direct AI tools to move faster.

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[LinkedIn](#) [GitHub](#) [virtualified.com](#)

Remote · EU & US time zones

RELEVANT EXPERIENCE

Technical Support / Customer Support Rewardful (saas.group)

Technical & customer support for a SaaS affiliate/payments platform — client- and server-side merchant integration and onboarding, SQL/Metabase data work, and internal tooling.

November 2020 – Present · Remote

- Guided merchants and developers through **client-side and server-side implementation** of Rewardful's affiliate tracking, attribution, and conversion-tracking during onboarding — JavaScript snippets, server-side APIs, and webhooks.
- **Hand-wrote procedural Python scripts** for recurring merchant backend work — bulk CRUD data manipulation via Rewardful's public APIs for merchants without their own dev teams — cutting turnaround from **days to hours** and taking up to **~5–10 requests/week** off Engineering at peak.
- Wrote and **standardized reusable PostgreSQL queries** to deliver custom data enterprise merchants needed but the default UI didn't expose — one well-formed query reusable across any merchant — cutting turnaround from **days to minutes** on **~5–10 enterprise data requests/week**.
- **Shipped a no-code Stripe Payment Links tracking snippet** — dependency-free JavaScript that merchants paste in themselves (carrying the tracking ID via `client\_reference\_id`), covering ~80–90% of Payment-Links setups before official platform support existed.
- Streamlined the **managed-payouts process** — roughly **30% of the support team's daily load** — by generalizing the data required by the contracted third-party payout/compliance platform, with Rewardful positioned between the payee and the withdrawal processor.
- Built an internal **support-analytics tool that runs a local LLM** over support conversations, classifying them into custom buckets to surface **feature-request signals and emerging query trends** for Product and Engineering — with no customer data leaving the environment.
- **Assessed merchant tech stacks** and delivered technical implementation recommendations; built custom tooling for cross-team support needs.
- As the first dedicated support hire, built repeatable triage and workflows that cut median first response from 24h to under 2 minutes.
- Authored and standardized the brand support team's **core processes, runbooks, and documentation**.

Integrations Specialist MyWiFi Networks & brick&mobile

October 2012 – August 2020 · Remote

- **Onboarded and integrated new resellers** onto the platform, delivering hands-on technical implementation and setup support.
- **Built the company knowledge base from the ground up** and established the internal support processes staff followed.
- Delivered direct account support and **retention solutions** to clients across the platform's services.
- Supported day-to-day operations directly alongside company leadership.

SKILLS

Languages & Scripting: Python (procedural) · SQL / PostgreSQL · JavaScript · Bash · HTML / CSS

APIs & Integrations: REST APIs · Webhooks · JSON · OAuth · Attribution & Conversion Tracking · Stripe

AI-Assisted Engineering: AI-Assisted Development · Multi-Agent Workflows · Local LLM Tooling

Data & Analytics: PostgreSQL Querying · Metabase · Data Retrieval, Processing & Visualization

Support Engineering & Operations: Incident Investigation · Root-Cause Analysis · Reproducible Bug Reporting · Escalation Management · Technical Documentation & Runbooks

Platforms & Tools: GitHub · Git · Metabase · Linear · Intercom · Zapier · cPanel · Stripe · Claude Code

TRAININGS

AI & Coding Agents: Claude Code and Coding Agents

Web Development: Web Development Bootcamp · Git and GitHub

Programming & CS Fundamentals (Python): Python for Everybody · Crash Course on Python · Python Data Structures · Databases with Python · Web Data Access using Python · Data Retrieval, Processing & Visualization using Python · OS Interaction using Python

EDUCATION

- **M.S. Fisheries Science** — National Taiwan University — 2009
- **B.S. Fisheries Science** — Central Luzon State University — 2006

Earlier Career

2009 – 2012

- **Research Assistant** — Institute of Biology, University of the Philippines (2012): Ran field and laboratory trials for a tilapia vaccine; managed research operations and lab supply procurement.
- **Freelance Virtual Assistant** — Upwork (2011 – 2012): Delivered research and support work for international clients, including a technical research article on cobia mariculture.
- **Fry Operations Specialist** — San Miguel Foods, Inc. (2009 – 2011): Introduced a new breeder line and improved regional tilapia fry production; owned data collection and daily facility reporting.

SELECTED WORK

- [Rebuilding support from reactive to real-time](#)
- [Hand-built Python automation that took bulk data work off Engineering](#)
- [A copy-paste script that let merchants self-serve Stripe Payment Links tracking](#)