

Jorge Vargas Silva

Software Engineer

Santiago Metropolitan Region, Chile

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Software engineer with more than 15 years of experience building, operating, and modernizing web products. I work best where software design meets production reality: untangling legacy systems, improving performance and data flows, shaping service boundaries, and helping teams ship changes safely. My deepest experience is in Ruby and Rails, complemented by Elixir, distributed systems, cloud infrastructure, and technical leadership.

Core expertise

Languages and frameworks: Ruby, Ruby on Rails, Elixir, Phoenix, JavaScript, SQL, HTML, CSS

Systems and data: PostgreSQL, MySQL, Kafka, AWS, Kubernetes, Docker, Linux, Git

Engineering: Software architecture, legacy modernization, performance, distributed systems, technical leadership, mentoring, remote collaboration

Experience

Software Engineer III, PagerDuty

July 2024 - Present

- Build and evolve production systems across a large Ruby on Rails application and Elixir services supporting PagerDuty's incident response platform.
- Contribute to alerting modernization by clarifying service boundaries and moving domain responsibilities out of legacy code incrementally.
- Improve high-volume data lifecycle and deletion workflows, steward shared Rails code, diagnose production behavior, and coordinate safe delivery across dependent teams.

Technical Lead, Leniolabs - Diligent

July 2023 - July 2024

- Led technical work in a six-person distributed team across Chile, Argentina, and Hungary, planning and delivering product features in an iterative environment.
- Improved calculation-heavy business workflows and participated in the technical council shaping a new AWS infrastructure approach for more than ten applications.
- Contributed to Grover, an open-source Ruby library that generates PDFs from web pages with Puppeteer.

Senior Software Developer, ComunidadFeliz

April 2023 - June 2023

- Focused on backend performance, rewriting expensive queries and introducing more efficient database access patterns.

Senior Software Developer, SecZetta

March 2022 - February 2023

- Delivered core features for a third-party identity governance platform used by customers around the world.
- Helped decompose a monorepo, contributed to a custom Ruby messaging system, resolved integration defects by reproducing the full service stack locally, and mentored teammates in Ruby and Rails.

Experience (continued)

Lead Software Developer, Rebuss

May 2018 - Dec 2019; Oct 2021 - Nov 2022

- Led a four-person team responsible for two business-critical systems, working across the stack with a backend focus.
- Modernized Ruby and Rails versions, introduced PostgreSQL audit logging, and improved operational and reporting workflows.
- Led the rollout of inventory systems in Asia, coordinating development in China with business, R&D, and operations teams in Japan; also contributed JRuby version support to ruby-build.

Software Architect, Capitalizarme

July 2020 - July 2021

- Advised engineers, team leads, product managers, and the CTO while defining software, code, and infrastructure standards and supporting architecture and delivery decisions.
- Coordinated the adoption of engineering practices across product and infrastructure work, acting as an internal consultant wherever teams needed technical direction.

Earlier experience

Lead Software Engineer, Ipsum (2017-2018): Refactored critical backend code, improved SQL queries, background jobs, and notification workflows, and trained two engineers in Rails.

Web Developer, Medularis (2017): Maintained and extended ClickFono, a Ruby on Rails and FreeSWITCH product used by banking and retail customers.

Teacher and Developer, Desafio Latam (2015-2017): Led Ruby and Rails courses and contributed to the bootcamp's internal student platform.

Web Developer, Magnet (2015): Optimized SQL, developed product features for Autored.cl, and advised clients on technical decisions.

CTO, Nibu (2012-2014): Led a three-person team building a Rails and FreeRADIUS platform for managed Wi-Fi hotspots in malls, restaurants, and hospitals.

Web Developer, ComparaOnline (2010-2012): Built product features and fixed defects, primarily on the front end, as part of the company's development team.

Education

Software Engineering coursework: Universidad de Santiago de Chile, 2013

Software Developer: INACAP, 2010-2012

Telecommunications Technician: Colegio San Alberto, 2006-2009