

Raul Garrido

I love goodness and intelligence.

I've been passionate about computers ever since the first time I used one. I focus deeply for long periods of time. I'm pragmatic and always learning.

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Currently Learning

AI Engineering

Agents, OpenAI API, vLLM, MCP (Model Context Protocol)

Skills

Backend

Go (Golang)

PostgreSQL

Redis

gRPC

Containers

Kubernetes

Linux

Git

Google Cloud

Languages

Spanish

English

Profiles

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Experience

True Tickets, Inc.

October 2021 – Present

Software Engineer (IC5 – Senior 2 Advanced)

🌐 <https://www.true-tickets.com>

Architecting, creating, and maintaining several distributed backend services. This includes REST APIs, event-driven systems, serverless functions, etc.

- Using technologies like Go, PostgreSQL, Redis, Protocol Buffers, Google Cloud PubSub, and many other Google Cloud products.
- Integrating with several 3rd party platforms like Stripe Connect, SendGrid, Apple Wallet, Google Wallet, etc.
- Developing and maintaining the codebase, focusing on correctness and scalability, as the number of clients has multiplied tenfold. All services are horizontally scalable.
- Migrated a Python backend service to Go soon after joining, responsible for generating QR codes from TOTP passcodes.
- Set up and pioneered the use of AI tools like GitHub Copilot, Devin, and Claude Code in the codebase.

Kralamoure

June 2020 – October 2021

Owner/Software Developer

🌐 <https://github.com/kralamoure>

Developed a passion project consisting of a private, unofficial server for Dofus Retro (a tactical MMORPG video game). Used technologies like Go and PostgreSQL.

This includes the following repositories:

- [retrologin](#): An authentication server.
- [retroproxy](#): A reverse proxy for authentication and game servers.
- [retroproto](#): A library implementing the network protocol of the game for communication between client and server.
- [retrolangdl](#): A CLI tool to download game language files very fast.
- etc.

Revisited this project occasionally after October 2021.

Carta Isapre Abogados

May 2018 – August 2019

Owner/Software Developer

🌐 <https://www.cartaisapre.com>

Recruited 3 lawyers to create a legal team helping Chilean people solve specific cases related to health insurance companies.

- Acquired 180 recurrent clients via Google Ads and Facebook Ads with an ROI of more than 300%.
- Developed simple backend and frontend services, using technologies like JavaScript (with Node.js), Vue, Azure Queue Storage, and other Microsoft Azure products.

Dofus Alive

May 2017 – May 2018

Owner/Software Developer

🌐 <https://www.dofusalive.com>

Created a private, unofficial server of Dofus 1.29 (a classic version of the game that precedes Dofus Retro).

- Validated the business idea with more than 200 potential customers via Google Forms surveys. Converted many into paying customers through an email campaign on MailChimp.
- Achieved a CTR of 6.46%, a Conversion Rate of 11.95%, and an ROI of ~1,200% with the main marketing campaign on Facebook Ads.
- Acquired more than 1,500 paying customers, totaling more than 3,000 sales.
- Modified existing open-source code written in Java extensively to meet business requirements. Wrote a simple client updater in Python and an installer with Inno Setup.
- Migrated backend service and MySQL database from a Linux VM into a self-deployed and maintained Kubernetes cluster.

Education

Software Development

2018 – October 2021

Became proficient in software development, focusing on Go and its ecosystem. Learned and practiced:

- Concurrency and horizontal scalability
- CI/CD with GitHub Actions and ArgoCD
- PostgreSQL
- Protocol Buffers and gRPC
- Containers (e.g., Docker) and Kubernetes
- GNU/Linux
- Git and GitHub

Small Businesses

2016 – 2018

Experimented with the creation of three small businesses. Two were dropshipping e-commerce websites, and one was related to a popular cryptocurrency at the time.

- Built a simple backend service in JavaScript, with Node.js and Express.
- Interacted with technologies like Shopify and various blockchains.
- Learned the essentials of the Adobe Suite. Specifically, used Illustrator, Photoshop, Audition, and Premiere Pro to produce basic content.

While these businesses failed, significant knowledge was gained, especially regarding software development.

Programming

2011 – 2013

Discovered a passion for programming.

- Wrote first lines of code with VBScript, and soon after started playing with Java.
- Eventually, created a simple Android app that got more than 5,000 downloads, allowing people to play a specific desktop video game on mobile devices.
- Gained practical experience on security vulnerabilities and exploitation.

Family Internet Café

2003 – 2011

Helped parents run an internet café, eventually taking charge of:

- hardware, by building, upgrading, and maintaining computers;
- software, by installing and setting up operating systems and programs;
- and networking, by creating and managing small networks.

Volunteering

The Church of Jesus Christ of Latter-day Saints

2013 – 2015

Full-time Missionary

Argentina/Paraguay

Served people in Argentina and Paraguay full-time for 2 years.

- Trained a new missionary who only knew English at the time.
- Led a team of 6 missionaries for several months.
- Worked in pairs with 11 assigned international partners, teaching people 5 to 10 religious lessons every day.
- Taught beginner-level English classes to local community members for approximately 2 months.