

Miguel Rodríguez-Triana Carballal

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EDUCATION

- Universidad de la Coruña, A Coruña
 - IES Muralla Romana, Lugo
 - Colegio San José, Lugo
- Technical Engineering in Computer Systems (Unfinished)**
Advanced Expert in Computer Systems Management
Cientific-Tenologic Bacallaureate

A brief summary of my career path: I couldn't get a spot in Computer Systems at the University on my first try and decided to prepare myself better. I took a 2 Year course in Systems Management before submitting the application again (with success). Unfortunately I decided that the degree was not what I was looking for and quit, applying for a position in Riot right after.

EMPLOYMENT

Player Support Specialist

Riot Games - <http://www.riotgames.com/> - Dublin

March 2012- December 2012

I had minor jobs in the past but I consider my professional career to start when I joined Riot Games.

Duties

- Helping players with their issues and concerns through a ticket based system.
- Explore and find new approaches to improve player experience.
- Coordinate with other Riot Teams to always provide the most accurate and precise information for the players.

On **December 2013** I moved from the key duties of a specialist to my current position: **Localization Coordinator**. Here, I become one of the contacts for any Spanish messaging to the players.

Duties:

- Manage workflow and report accordingly using Agile methodology.
- Localize, create and review the material used by other Player Supports when answering to the players (macros/knowledge base articles).
- Coordinate and help other Riot Departments when we need to deliver any kind of localized message to our players (surveys, forum announcements, ticketer messages, etc.).

PERSONAL PROJECTS

Admin of a private Mu Online server (2002-2003).

This is a small path on my career but worth mentioning. I became a GM for this game due to my willingness to help and my relationship with the head staff. Eventually I got access to the game server itself via Remote Desktop in order to perform essential operations such as:

- Boot/Reboot game server when needed.
- Investigate possible lag incidents and report to the manager.
- Provide support for database and create scripts for some basic operations when needed.

I also had to use other resources such as MySQL for the database management and script creation, Remote Desktop to connect to the windows game server and several Server Tools provided by the game and used to check server information (capacity, bandwidth usage etc.).

Magic the Gathering local website. (2005-2009)

This is what I consider my first and main project. A group of players decided it will be good to have a local site to share resources and ideas for the game. I decided to take the challenge despite having no idea of web administration or web hosting.

Achieved Goals:

- Created and administrated a website using Fantastico script.
- Created forums, chat modules and other social media structures/content demanded by the players.

Resources used:

- cPanel for server management.
- SQL language for database queries and database creation when needed for other modules.
- PHP language to make modifications to the original source code or to add extra features (i.e.: captcha integration)

PROGRAMMING LANGUAGES

- C++: Knowledge of the basics: Pointers, Functions, Calls etc. I don't have any knowledge of database integration or graphical content/assets.
- SQL: Medium knowledge: I understand how to use the basic statements (Order, Update, Delete etc.) and some more advanced (Joins, Create Table, Drop). I have a basic knowledge of the functions (mostly those used to sort the results) and can create complex queries.

GENERAL IT KNOWLEDGE

- Windows: Proficient user. Windows is my most used OS but did very few network/domain management. I learned how do they work and how to administrate them in my 2 year course but did very few practical use of it. I understand how scripting works and some other basic tools and prompt commands like telnet.
 - Linux: Novice user: I understand what a shell script is and know some basic shell commands. I have tried several Linux distributions but it wasn't until Ubuntu when I started using one exclusively.
 - Networking: I've medium knowledge about networks and their management. I know what routing is, I can read and understand a tracert, create basic local networks etc. I'd say I have a solid understanding of the basic network principles and I willing to extend that knowledge as further as possible.
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