



Carlos Donado Felices

IT Support Specialist · Operations & Software Solutions

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[Portfolio](#) | [LinkedIn](#) | [GitLab](#)

PROFESSIONAL PROFILE

IT Support Specialist and Operations Manager with more than 7 years of experience delivering technical support, infrastructure, software development and operational management. Focused on solving practical problems, building useful software and continuously learning new technologies. Available to relocate across Europe.

EXPERIENCE

Operations Manager · IT Support Specialist

2019 — 2026

GIGAFIX & GO · Technology Company

- Led day-to-day operations and delivered technical support for businesses and retail clients.
- Built GigaPOS from scratch and deployed it in production to support daily retail operations.
- Automated internal processes with software tools, streamlining operational management.
- Delivered IT infrastructure projects including POS systems, networks, CCTV and retail peripherals.
- Provided hardware diagnostics, repairs and technical issue resolution.
- Managed warehouse operations, purchasing, suppliers and customer relationships.

ADDITIONAL EXPERIENCE

Production Operator	Félix Solís Avantis (via Flexiplan S.A. staffing agency)	2019
Cook	Exquisito Bistró	2018
Waiter	TYCHI C.B.	2017
Sales Assistant	Multitienda DMD	2016

ACHIEVEMENTS

- 01 Designed and developed an end-to-end POS system currently used in production by real businesses.
- 02 Automated internal processes with software tools that improved operational management.
- 03 Delivered and maintained IT infrastructure for local shops and businesses.
- 04 Managed technology operations combining IT support, software development and customer service.

FEATURED PROJECTS

GigaPOS

Electron · JavaScript · SQLite

End-to-end POS platform built from scratch and currently deployed in multiple retail businesses, supporting daily sales, inventory, invoicing and connected hardware.

reparacionesen.es

Laravel · PHP · MySQL · Tailwind

E-commerce and management platform for repair services. It includes a product catalogue, online payments, repair tracking, customised quotations, warranty management and an internal administration area.

Artemis

Laravel · PHP · MySQL · Redis

Internal tool for managing large product catalogues, importing data through CSV files, classifying products and preparing their synchronisation with external marketplaces.

Private internal project

SKILLS

Development: PHP · Laravel · JavaScript · Electron · HTML · CSS · Tailwind · SQLite · MySQL · REST APIs · Git

Infrastructure: Windows · Linux · Hardware · LAN/WiFi · TCP/IP · DNS · SSL · Apache · CCTV · On-site and remote support

Operations: Warehouse · Inventory · Purchasing · Suppliers · Invoicing · Customer support · Issue resolution

EDUCATION

01 · Compulsory Secondary Education (ESO)

Completed formal secondary education.

02 · Continuous technical training

Continuous learning and development in information technology, including networking, systems administration, software development, databases, hardware, virtualisation, artificial intelligence and automation.

03 · Practical learning and personal projects

Continuous development of real-world and personal projects to build new skills in programming, electronics, 3D printing, problem-solving and the creation of applied technology solutions.

LANGUAGES

Spanish: Native | English: A2 (currently studying)

WHEN I'M NOT WORKING

I enjoy building practical solutions and continuously learning new skills. In my free time, I develop software projects, explore artificial intelligence and automation, design and 3D print functional parts, and create practical solutions using hardware, electronics and different materials. I also study languages, especially English, to work effectively in international environments.

Availability: Available immediately · Open to relocation · EU Citizen

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