

Cristián "Kris" Escobar

AI Solutions & Technical Support · Full-Stack Developer

Santiago, Chile · +56 9 8161 7281 · krisescobarm@gmail.com · krisenigma.com
github.com/KrisEnigma · linkedin.com/in/krisescobar

PROFESSIONAL SUMMARY

Technical builder currently working inside ElevenLabs — one of the world's leading AI voice platforms — with firsthand knowledge of its APIs, failure modes, and customer pain points across a high-volume global support environment. Full-stack development background spanning Node.js, React, Next.js, TypeScript, Firebase, Supabase, and Cloudflare Workers, backed by a consistent track record of building and shipping independent software in production. Combines deep product familiarity with the ability to understand customer stacks, prototype integrations, and communicate technical concepts clearly across audiences. Bilingual (Spanish/English), remote-first, targeting AI Solutions Engineering roles.

EXPERIENCE

ElevenLabs — Customer Support Specialist

November 2024 – Present

- Handle ~35 tickets/day across a platform processing 10,000+ support requests per week — covering API/integration errors (401, 422, rate limits), Conversational AI agent configuration, voice cloning (PVC/IVC), webhooks, SIP routing, TTS quality issues, account access, and billing/subscription management.
- Daily toolset: Zendesk, Salesforce, Postman, Parahelp, Sigma, Posthog, Sendgrid, Asana, Slack, VSCode, Claude, ChatGPT, Gemini.
- Identify and surface recurring product failure patterns to engineering and product teams.
- Remote contractor via Deel. Full English-language support environment.

Freelance — Streaming & Broadcast Technician

2016 – 2024 (concurrent, on-call basis)

- Stream manager, video switcher, director assistant, and broadcast producer for live events.
- OBS Studio, vMix, Streamlabs, StreamElements; multi-camera setups and live encoding pipelines.

GrupoZ — Broadcast Software Developer & Video QA

October 2022 – December 2023

- QA engineer for video content delivered to VTR (one of Chile's largest cable providers), validating HD/SD broadcast streams against industry format and encoding standards.
- Identified inefficiencies in the manual FFASTrans-based workflow and independently designed and built an internal desktop tool in C# — unsolicited, on own initiative.
- Built with a Material Design 2.0 UI, it automated bulk video format transformation using FFmpeg, FFprobe, and MediaInfo — replacing a cumbersome manual workflow with a clean, user-friendly interface.

Gaming Media (NexoPlay / Control.VG) — Scriptwriter, Presenter & Editor

June 2018 – October 2022

- Multiple roles across cable TV gaming channels and fan-driven websites: scriptwriting, on-screen presenting, live streaming, video editing, and creative direction. Guest appearances on IGN Latam.
- On-site press coverage at E3 (Los Angeles) — conducted live interviews with industry figures including Reggie Fils-Aimé (Nintendo of America) and Ed Boon (NetherRealm Studios / Mortal Kombat).

Steam A Luca (Self-owned) — Manager & Customer Support Executive

November 2012 – July 2016

- Operated a digital goods storefront (Steam, PlayStation, Xbox codes). Full business management, payment processing, fraud prevention, customer support, and sales.

Groupon — Customer Experience Manager

June 2011 – October 2012

- Handled customer interactions via email, phone, and social media for the global e-commerce marketplace.

INDEPENDENT PROJECTS

Tercer Ojo — Web Puzzle Game tercerojo.net

2006 – Present (19 years active)

- Designed 100+ unique puzzle levels spanning cryptography, audio spectrogram analysis, programming challenges, music theory, and mathematics — recognized as one of the most difficult online riddle games in Spanish.
- Sustained an active international community and forum for nearly two decades, with players from across Latin America, Spain, and beyond collaborating to solve puzzles.
- Evolved from hand-coded HTML (Notepad, 2006) into a full PWA with Firebase Authentication, Realtime Database, Storage and Cloud Functions, Service Workers for offline support, haptic feedback, and a rankings system — entirely self-maintained.
- **Tech:** JavaScript ES6+, TypeScript, HTML5/CSS3, Firebase 10.x (Auth, Realtime DB, Storage, Functions), Service Workers, PWA

Crónica — Personal Gaming Archive krisenigma.com/cronica

2023 – Present

- Personal catalogue of 900+ completed games spanning 30+ years of gaming history (Atari to present), with ratings, play time, platform data, and micro-reviews. Publicly accessible as a reference resource.
- Integrates IGDB, Steam API, and SteamGridDB for rich metadata and cover art; full authentication and custom state management hooks.
- **Tech:** Next.js 14, React 18, TypeScript, Tailwind CSS, Supabase (PostgreSQL), IGDB API, Steam API, SteamGridDB

Local AI Assistant — RAG Stack

2025

- Designed and deployed a fully local AI assistant for knowledge-intensive Q&A: Ollama running Qwen3 14B, Open WebUI as frontend, and a custom RAG pipeline indexed over structured documentation.
- Built to explore practical LLM deployment patterns: document ingestion, retrieval-augmented generation, and instruction-following tuning for domain-specific use cases.
- **Tech:** Ollama, Qwen3 14B, Open WebUI, RAG, local inference (macOS M4 Pro)

Creative & Personal Projects krisenigma.com · psycho-crusher.com

2005 – Present

- KrisEnigma — 20+ year independent presence as a gaming content creator across YouTube, TikTok, Twitch, and Spotify. 26K+ combined followers across platforms (Chile, México, Argentina). Guest appearances on IGN Latam.
- Psycho Crusher — Video game music arrangements project active since 2010. 2 studio albums independently produced and distributed across all major streaming platforms (Spotify, Apple Music, Bandcamp, and others). Live performances at Festigame and Minami Convention.

TECHNICAL SKILLS

Languages & Frameworks: Node.js, React, Next.js 14, Astro, TypeScript, JavaScript ES6+, HTML5/CSS3, C#, Cloudflare Workers/D1

Web Development: Custom sites, WordPress (theme & plugin customization), responsive design, domain / SSL / hosting, deploy and long-term maintenance — 20+ years of independent projects in production

Databases & Backend: Supabase (PostgreSQL), Firebase (Auth, Realtime DB, Functions, Storage), Cloudflare D1, MySQL, Resend (transactional email)

AI & LLMs: Ollama (local LLM deployment), RAG pipeline design, Open WebUI, ElevenLabs API, Claude, ChatGPT, Gemini

Infrastructure & Sysadmin: Linux server administration, Docker, Oracle Cloud VPS, Cloudflare Pages Functions (serverless), self-hosted service deployment, Cockpit, DNS / network management (PiHole), Home Assistant, cPanel / hosting control panels, FTP, domain & SSL management

Support & Operations: Zendesk, Salesforce, Postman, Parahelp, Sigma, Posthog, Sendgrid, Asana, Slack

Media & Broadcast: OBS Studio, vMix, Streamlabs, StreamElements, Adobe Premiere / Audition, DaVinci Resolve

Visual Design: Brand identity design, stream overlays and alert systems, video graphics and thumbnails, consistent visual systems across multiple formats and platforms. Tools: Adobe Photoshop, Illustrator-level workflows, DaVinci Resolve, OBS scene design

Dev Tools: VSCode (Copilot / Codex), Google Antigravity, Claude Code, GitHub Actions, Vercel, Wrangler CLI, pnpm / npm, macOS M4 Pro

EDUCATION

Licenciatura en Artes Musicales — *Universidad Bolivariana, Santiago, Chile · 2010*

Multi-instrumentalist (guitar, drums) with formal music theory background. Active composer, arranger, and live performer.

LANGUAGES

Spanish: Native **English:** Professional Level 3/3+ (TOEIC certified). Daily full-English work environment at ElevenLabs; international press interviews conducted in English at E3, Los Angeles.