

Julian Metias

Data Engineer (Transitioning) | Support Developer Lead

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Professional Summary

Experienced IT professional with a strong background in service delivery, technical support, and software development, currently transitioning into Data Engineering. Skilled in building data pipelines, working with relational databases, and leveraging modern tools such as Python and SQL. Proven leadership experience managing teams, improving system performance, and delivering large-scale government projects. Passionate about data-driven solutions and continuous learning.

Key Skills

- **Data Engineering:** Databricks, Spark SQL, Medallion Architecture (Bronze/Silver/Gold layers), Python.
 - **Software Development:** .NET Framework, C#, SQL Stored Procedures (Optimization & Debugging), JavaScript, PHP, HTML5/CSS3.
 - **Systems & Tools:** ITIL® Framework, SQL Server, Git/GitHub, Modern Data Stack tools.
 - **Business Analysis:** Requirement gathering, functional specifications, process mapping, and user acceptance testing (UAT).
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Key Projects

- **Data Engineering Pipeline (Medallion Architecture):** Developed a Spark SQL pipeline in Databricks to analyze New Zealand gasoline prices against the national Food Price Index. Implemented Bronze, Silver, and Gold data layers.
- **Professional Portfolio Development:** Built and launched a personal website to showcase technical projects, integrated with automated deployment and featuring verified professional certifications.

Professional Experience

Support Developer Lead

Native Software Limited | Nov 2022 – Present | Tauranga, New Zealand

- Develop and maintain web applications using HTML, CSS, JavaScript, Razor, C# and SQL.
- Provide technical support to customers via phone and email, ensuring clear communication and resolution
- Troubleshoot application issues and collaborate with development teams to implement fixes - Contribute to system improvements and performance optimisation

Service Delivery Manager

Alfa Projects and Services (NSIS – Ministry of Education, Qatar) | Apr 2022 – Sep 2022

- Led service delivery for a large-scale national system (NSIS)
- Managed SLAs, performance metrics, and stakeholder expectations - Coordinated cross-functional teams to resolve critical issues

Team Lead – ICT Customer Support

Alfa Projects and Services (NSIS Project) | Nov 2019 – Mar 2022

- Managed and mentored a team of technical support engineers
- Analysed business processes and contributed to system enhancements

Technical Support Specialist

Alfa Projects and Services (NSIS Project) | Jun 2018 – Oct 2019

- Gathered requirements and collaborated with developers on system design
- Performed testing, debugging, and issue resolution - Built ad hoc reports and supported data analysis tasks

Systems Trainer

Atlas Educational Software Industries (NSIS Project) | Feb 2016 – May 2018 -
Delivered training sessions and created user documentation

- Improved training processes based on system usage insights

Technical Support Representative

Atlas Educational Software Industries | May 2013 – Jan 2016

- Provided multi-channel customer support (call, email, webchat)
- Logged and tracked issues using ticketing systems

Computer Technician

Linux for Computer Services | Apr 2010 – Apr 2012

- Maintained and repaired computer hardware and software
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Education

Bachelor of Law

Helwan University, Egypt

Certifications

- Chartered IT Professional (CITPNZ)
 - ITIL Foundation Certificate
 - CompTIA A+
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Professional Development

- Udacity Nanodegrees (Web Development, Full Stack)
 - Google IT Support Certificate (Coursera)
 - Python & Web Development Courses (Coursera)
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Languages

- Arabic (Native)
 - English (Professional)
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Additional Information

- Full member of IT Professionals New Zealand
- Available for roles across New Zealand
- References available on request