

Ricardo E. González López

AI-produced learning content · Spanish, German, English · Web and multimedia developer

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Profile

Spanish and German at native level (21 years in Germany), fluent English. Formally qualified Multimedia Application Developer (Siemens, Bochum) with over 20 years in web development, customer-facing roles and training across Spain and Germany. Currently digitising with AI the course material of Grupo ICSE, Las Palmas (15 programmes, around 115 modules). Two years of daily work with generative AI, directing models from concept to delivered product: over 30 projects of my own, several in real use.

Languages

Spanish native · **German** native level (21 years in Germany, daily use) · **English** fluent (professional working language)

Experience

AI-produced learning content 08/2026 – present

AI department, Grupo ICSE – Instituto Canario Superior de Estudios · Las Palmas de Gran Canaria

- AI-assisted digitisation of the course material of 15 training programmes (around 115 modules) for the learning platform, replacing printed material.
- Development of an application that automates the entire conversion and publishing process.
- Quality control of the generated content: register and pedagogical depth at higher vocational level. Claude, ChatGPT, Gemini and NotebookLM depending on the task.

Multilingual emergency call agent, 112 Canary Islands 09/2024 – 03/2026

Government of the Canary Islands, via Contactel · Las Palmas

- Around 120 calls a day in Spanish, German and English: intake, triage and accurate data capture under time pressure and strict protocols.

Web and multimedia developer, consultant (independent) 2011 – 2026

RGL Solutions UG (Germany) and own projects

- Printura3D and other web, multimedia and design projects for clients in Spain and Germany.

After-sales manager 12/2014 – 04/2017

BH Germany GmbH · Essen, Germany

- After-sales and B2B customer communication in German: enquiries, complaints and warranty cases; coordination with logistics, technical service and headquarters.

IT operator, trainer and multimedia developer 07/2004 – 11/2012

edataprocessing GmbH and limego GmbH · Gelsenkirchen, Germany

- Eight years at a German IT services company: data processing, staff training and multimedia development.

Earlier roles (1997–2023): Spanish teacher (Bochum); airport ground assistant at Madrid-Barajas; multilingual telemarketing (Madrid); team coordination in the wellness and hospitality sector (Canary Islands and Germany).

Selected AI-directed projects

- Konditorin** · konditorin.ricogl.workers.dev · study app for the official pastry chef exam in Germany, in German. In use.
- Econometrics Trainer** · gdo.ricogl.workers.dev · flashcards, quizzes and exam simulation for a course at TU Dortmund. In use.
- IELTS 8.0** · ielts8.ricogl.workers.dev · AI-assisted IELTS preparation tool. In use.
- Printura3D** · printura3d.ricogl.workers.dev · trilingual commercial web app with live price calculator and AI assistant. Built in six days.
- Aachener Fliesen** · www.aachener-fliesen.de · client website in Germany, delivered in one day. In production.

Education and certifications

Multimedia Application Developer 2002 – 2003

Siemens Business Services Training Center, Bochum (ISO 9001)

Formal qualification, one-year programme, passed with “good”. Server systems / networks / internet / databases 95%; programming 86%; multimedia design 82%.

AI Applied to Digital Marketing, 200 h 03/2026 – 05/2026

Certified course · ICSE, Las Palmas

3D Modelling and Printing, 125 h 06/2026 – 08/2026

Certified course · ICSE, Las Palmas

Higher Studies in Tourism and Business Administration 1995 – 1999

Diploma programme · VOX University School of Tourism, Madrid

Technical skills

AI: end-to-end LLM direction, prompt design, image generation (over 3,400), evaluation of AI output (text and code) in Spanish, German and English; Claude, ChatGPT, Gemini, NotebookLM.

Web: HTML5, CSS, JavaScript, PHP, MySQL, Cloudflare Workers; content preparation for Moodle.

Design / 3D: Photoshop, InDesign, Illustrator, Cinema4D, MSLA resin 3D printing.

Office / ERP: Microsoft Office, SAP R/3.