



Some people visit Disney World to enjoy the rides and attractions. Rafael marvels at the engineering and behind-the-scenes brilliance that makes the "magic" come alive!



RPI Senior Consultant

## Rafael Castro

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One of Rafael's favorite activities is taking his family to theme parks near his home town of Orlando. "While my wife and kids are enjoying the rides, I like to learn about the engineering that goes into providing such an amazing experience for visitors," he says. For someone with a technical background and mindset, this isn't too surprising. "I know many people will never be able to appreciate that aspect of Disney World, but I love it."

### Magic for his Clients

For Rafael, it's the same type of thing when it comes to the clients he serves through RPI Consultants. "In a similar way, we set up behind-the-scenes magic that makes our clients' lives simpler and more productive," he explains. For Rafael, the best part of his work day is finding creative solutions to fit his clients' requirements. "It's about solving problems, and the more challenging the problem, the more rewarding it feels when it's solved."

### Background and Experiences

Rafael graduated with a degree in Management Information Systems (MIS) from Florida International University where he became a skilled programmer in many languages including .Net, Java, and how to program phone switches and IVRs. After college he used this coding knowledge to develop financial and sales applications in a variety of IT roles. Rafael later went on to earn his CAPA Certification (Certified Accounts Payable Associate), and in 2012 he joined Brainware. More recently, Rafael has helped to develop and RPI's custom Email Connector Solution.

### Downtime Pursuits

Rafael is a dedicated husband to his wife Maria, and a proud father to four children, Rafael, Gabriel, Samuel, and Fiorella. In addition, Rafael is a passionate fan of what he calls "real football" teams including Real Madrid (Spain), Atletico Junior (Colombia), Orlando SC (MLS), and the Colombian and US National teams.

### Product Knowledge

Perceptive / ImageNow  
OnBase by Hyland  
Brainware by Hyland  
Kofax KTM / KTA / Capture

### Skills & Competencies

Technical Installs  
Software Upgrades  
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### Solutions & Industries

Financial Services  
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Healthcare  
Manufacturing  
Government

