CESAR ANTONIO MARCATINCO RAMOS

👤 22/01/1997 ✉ cm.97ramos@gmail.com

📞 601364182 📍 Leganés - Madrid (28915)

LinkedIn: César Antonio Marcatinco

ABOUT ME

I consider myself as someone passionate and curious about technology. Im always learning something new that i can use in my work or improve my skills. I try to give my best in each project and share good times with my coworkers, providing us with support and knowledge.

EDUCATION

(2022- Actualmente) FP Superior - Desarrollo de Aplicaciones Multiplataforma (2 año) - IES Augustobriga (Cáceres - España) A distancia

Certificado de Profesionalidad nivel 3 - PROGRAMACIÓN CON LENGUAJES ORIENTADOS A OBJETOS Y BASES DE DATOS RELACIONALES (JAVA - ORACLE) - CFTIC Getáfe

(2017-2019) FP Superior - Administración de Sistemas Informáticos en Red IES Luis Vives (Madrid - España)

WORK EXPERIENCE

Operations Enginner N1 at Santander Digital Services 24x7
(Indra - Mensoft) (November 2023 - Actually)

- Customer service and call management with resolution groups through Teams. Office 365
- Review and analysis problems in applications, hosts, cloud systems, synthetic monitors, clusters, etc, through Dynatrace.
- Execution of procedures on Linux/Windows servers and scheduled tasks for deployments
- Connections for KeePass, CiberArk, Putty, VPN. Jobs review and run on rundeck
- Resolution of critical incidents with different technical groups in war rooms
- Ticket management through ITSM environment (Servicenow). SLA'S, tracking, escalation, etc.
- Database check, status, active sessions, locks, etc, in Oracle, DB2.
- Managing processes, node status, services and system resources using Bash linux and Windows server

Monitoring and support technician 24x7
StratioBD (Junio - Julio): 2021 - 2023

- Monitoring of alerts and metrics in Prometheus and Grafana.
- Ticket management, alert management, escalation and tracing of these using Jira / Confluence
- Preparation of procedures, reports in ITSM environments.
- Tasks on Linux servers (Ubuntu, RedHat, CentOs) / Windows, (Disks, process, logs, scripts, etc)
- Docker container management on Linux, and Mesosphere ecosystem (DC/OS)
- Analytics and log review in ELK env(Kibana) , traces analisys and jobs management in rundeck
- Monitoring of errors and alerts in PostgreSQL / Oracle DB and execution of procedures
- Automation of basics tasks with scripts shell and playbooks (ansible)

Support Technician
Zaidan TI (Julio - Noviembre) 2020

- Support IT in situ and remote
- Incident attention with Remedy
- Basic tasks in Active Directory (User account management, GPO, permissions)
- Backups with Rundeck
- Support to intern users about computers, networking.

HELDESK N1 24x7 (Prácticas)

EUROFIMS ETT (Julio - Septiembre): 2019

- Calling recepcion
- Ofice 365
- Consoles Linux CentOS y Red hat
- Incident attention at user level
- Rotating shifts

SKILLS

- Accustomed to working with agile methodologies and distribution of tasks to optimize results.
- Good analysis and error tracking focused to resolution
- General knowledge of systems, networks, databases, services, error analysis, etc.
- Good communication with different people projects
- Continuous learning about software development Back-end with Java, Spring, Hibernate, Maven, JDBC, POO, Oracle, MySQL, NodeJS and more

---

LENGUAGES

Inglés:

B1 - B2