



CLAUDIO GUZMÁN PÉREZ

Systems Support Specialist | IT Administrator | Automation Engineer

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This resume: claudioguzman1.github.io/cv

Systems Support Specialist with over 20 years of experience in IT infrastructure administration, process automation, and technology solution development. Expert in **Windows Server**, **Linux**, **VMware**, **Python**, **PowerShell**, and **cloud computing**. Proven track record in implementing secure systems, reducing downtime by 95%, and automating critical processes. Certified in **Microsoft AI-900**, **DP-900**, and multiple technologies. Specialized in **ITIL**, **ISO 27001**, **Agile**, and multidisciplinary team management.

* CORE COMPETENCIES

OPERATING SYSTEMS

Windows Server 2016/2019/2022 • Linux (Ubuntu, CentOS, RHEL) • macOS Administration • VMware vSphere • Hyper-V • Active Directory • LDAP • DNS/DHCP

PROGRAMMING & SCRIPTING

Python • PowerShell • JavaScript • PHP • SQL/MySQL • C++ • Bash Scripting • VBScript • HTML/CSS • API Development

CLOUD & DEVOPS

Google Cloud Platform • MongoDB • Docker • ETL Processes • CI/CD • Infrastructure as Code • Kubernetes • Terraform

NETWORKING

LAN/WAN Networks • Switch & Router Configuration • VPNs & VLANs • VMware vSphere • Structured Cabling • Panduit® & Conduit Systems Implementation

SECURITY & NETWORKING

CyberArk • Firewall Configuration • VPN Setup • Network Security • Penetration Testing • SSL/TLS • ISO 27001 • NIST Framework

* TECHNICAL SKILLS

SYSTEMS & SERVERS

Windows Server • Linux management • MacOS • VMware vSphere • Hyper-V • Active Directory • LDAP • DNS/DHCP

PROGRAMMING & DEVELOPMENT

Python • Selenium • PowerShell • JavaScript • PHP • SQL/MySQL • C++/# • HTML/CSS • API Development

CLOUD & DATA

Google Cloud Platform • AWS • Azure • MongoDB • MSSQL | MySQL | PostgreSQL | Oracle • ETL Processes • Docker • Kubernetes • CI/CD • DevOps

SECURITY & NETWORKS

CyberArk • Network Security • structured cabling • Firewall Management • VPN Configuration • QA Testing • Penetration Testing • SSL/TLS • Wireshark • Nmap

* PROFESSIONAL EXPERIENCE

Systems Support Specialist

May 2021 – March 2025

Coppel | Corporate Retail

Mazatlán, Sinaloa, Mexico

Responsible for comprehensive administration of corporate physical and virtual resources, maintaining critical infrastructure vulnerability-free and ensuring 24/7 operational continuity.

- **Automation:** Developed 50+ scripts in Python, PowerShell, Bash, and JavaScript, reducing manual tasks by 80% and human errors by 95%
- **Monitoring:** Implemented advanced real-time dashboards for critical system monitoring
- **Servers:** Managed 4000+ physical and virtual servers across Windows Server and Linux simultaneously
- **Security:** Performed security updates and patching, maintaining 98% compliance with corporate policies
- **Help Desk:** Handled 500+ monthly tickets via email, calls, video conference, and in-person with average resolution time of 2 hours
- **Field Support:** Implemented and managed LAN and WAN networks. Configured and managed switches, routers, VLANs, and VPNs ensuring 99% connectivity availability. Delivered tailored network solutions including DHCP, DNS, Access Point configuration, and VLAN implementation on mostly Cisco, TP-Link, and some Ruckus devices. Configured Fortinet firewalls. Prepared and delivered DHCP/DNS configurations to other business units.
- **Training:** Trained 100+ users on new technologies and processes, reducing recurring tickets by 45%
- **Documentation:** Established and documented critical processes following ITIL v4 standards

Systems Support Specialist

January 2012 – October 2016

Estrella del Mar Golf, Condos, Spa & Beach Resort | Hospitality

Mazatlán, Sinaloa, Mexico

Managed complete IT infrastructure for a luxury resort, including sales systems, inventory, hotel PMS, and property-wide connectivity.

- **Infrastructure:** Designed, implemented, and managed LAN, WAN, and voice networks (copper and Wi-Fi). Configured and managed switches, routers, VLANs, and VPNs ensuring efficient and secure connectivity. Managed property-wide DHCP and DNS. Conducted on-site assessments to design customized solutions optimizing network performance. Skilled in structured cabling installation and maintenance using Panduit and Conduit systems. Managed Wi-Fi networks configuring firewalls, access points, antennas, cameras, and Wi-Fi technologies from Fortinet, SonicWall, Cisco, Hikvision, Netgear, TP-Link, D-Link, and Ubiquiti.
- **Development:** Programmed custom intranet using PHP, Python, JavaScript, HTML/CSS improving operational efficiency. Designed, developed, and implemented time-clock system adopted by Grupo PINSA
- **POS Systems:** Optimized mini-market and restaurant sales systems, reducing transaction time by 30%
- **Servers:** Installed, configured, and maintained 15+ Windows/Linux servers achieving 99.9% uptime

* EDUCATION

Bachelor's Degree in Computer Science

Autonomous University of Sinaloa

Field: Computational Sciences
1998 – 2002

Technician in Electronics

CetMar 08

Specialization: Marine Electronics
1995 – 1998

Technician in Drafting

Technical Secondary School 05 (Eti5)

Specialization: Industrial Technical Drawing
1991 – 1994

* ADDITIONAL INFORMATION

LANGUAGES

Spanish (Native)
English (B2 – Upper-Intermediate / Advanced)

AVAILABILITY

Immediate
On-site / Remote / Hybrid
Flexible schedule

PROFESSIONAL INTERESTS

Artificial Intelligence
Machine Learning
Cloud Computing
Cybersecurity
DevOps / SRE

* PROFESSIONAL CERTIFICATIONS

Microsoft

AI-900: Microsoft Azure AI Fundamentals
DP-900: Microsoft Azure Data Fundamentals
Windows 11 Administration

Google

Google Cloud Computing Fundamentals
Ciberseguridad en el Teletrabajo
Marketing Digital

ICANN

200.1 Visual Guide to the History of the Internet
400.1 Cybersecurity Basics
602.1 DNS Fundamentals
604 Root Server System (RSS) Essentials
604.1 Root Server System (RSS) Essentials
605.1 Introduction to Universal Acceptance (UA)

UNAM

Programación en Lenguaje R

HP

Commercial Desktops & Workstations Service
Point of Sale Service and Support

Dell

Customer Service and Support Specialist
Dell EMC DSP Navigation of Tools and Portals
DSP Security and Privacy