



# CLAUDIO GUZMÁN PÉREZ

Systems Support Specialist | IT Administrator | Automation Engineer

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This resume: [claudioguzman1.github.io/cv](https://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