

Isaac Román Serrano

IT Infrastructure Specialist | AWS Certified Solutions Architect – Associate

Madrid, Spain

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 <https://isaacromanserrano.dev/>

 <https://www.linkedin.com/in/isaacromanserrano/>

 <https://github.com/IsaacRomanSerrano/Isaac-Rom-n-Serrano>

Summary

IT professional with over ten years of experience managing technical teams, support operations, and systems administration in Apple and corporate environments. I have led departments of more than twenty technicians, coordinating incidents, optimizing workflows, and ensuring service level compliance (SLA) across organizations from various sectors. Specialized in comprehensive systems administration, IT asset management, virtualization, and troubleshooting of complex issues in Windows, Linux, and macOS environments.

I am currently expanding my skill set towards cloud infrastructures, containerized services, and process automation.

Work Experience

IfixRapid, S.L / TeslaMobile Baleares, S.L

IT SERVICE MANAGER | TECHNICAL SUPPORT LEAD

Madrid, Spain

2017 - Present

- Management and coordination of a technical team of over 20 professionals.
- Resource planning, ticket management, and implementation of procedures under established SLAs.
- Administration of on-premise systems, including server management, networking, and data backups.
- IT asset management: hardware, licensing, repairs, inventory control, and operational cost optimization.
- Direct coordination with Apple for incident escalation and advanced issue resolution.
- Implementation of technical protocols and continuous training for staff.
- Achievements:** reduced average resolution time by 30% and improved customer satisfaction rate to over 95%.

UniversoMac, S.L.

APPLE CERTIFIED SUPPORT TECHNICIAN

Madrid, Spain

2015 - 2017

- Diagnosis and repair of Apple hardware and software.
- Configuration of local networks, operating system installation, and backup management.
- On-site and remote technical support for corporate and individual clients.
- Documentation and standardization of technical procedures.

Certificates

2025	AWS Certified Solutions Architect – Associate , Amazon Web Service
2025	AWS Certified Cloud Practitioner , Amazon Web Service
2017	Apple Certified iOS Technician (ACIT) , Apple
2017	Apple Certified Macintosh Technician (ACMT) , Apple
2015	Cisco Certified Network Associate (CCNA) , Cisco

Skills

Cloud: AWS (EC2, S3, EKS, ECS, Fargate, IAM, CloudFront, Route 53, CloudWatch)

Containers: Docker, Kubernetes

Automation: Python, Boto3, Bash

Version Control: Git, GitHub

Virtualization: VMware

Systems: Windows Server, Active Directory, Linux Administration

Education

FP Microcomputer Systems and Networks (SMR)

IES TRES OLIVOS

Madrid, Spain

2013 - 2015

Additional Training

Docker Mastery: With Kubernetes + Swarm - Udemy Course

Bret Fisher, Docker Captain

Certified Kubernetes Administrator (CKA) – Udemy Course

Mumshad Mannambeth

Automate the Boring Stuff with Python – Book

Al Sweigart

Projects

Portfolio Deployed on AWS

Static Web Site plus Distribution with CloudFront
<https://github.com/IsaacRomanSerrano/portfolio>

DevOps Infrastructure for E-Commerce

Docker-based microservices with observability and reverse proxy, deployable on AWS ECS Fargate.
<https://github.com/IsaacRomanSerrano/Dockerized-App>

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Resumen

Profesional IT con más de diez años de experiencia gestionando equipos técnicos, operaciones de soporte y administración de sistemas en entornos Apple y corporativos. He liderado departamentos de más de veinte técnicos, coordinando incidencias, optimizando flujos de trabajo y garantizando el cumplimiento de los niveles de servicio (SLA) en organizaciones de distintos sectores. Especializado en administración integral de sistemas, gestión de activos IT, virtualización y resolución de incidencias complejas en entornos Windows, Linux y macOS.

Actualmente continuo ampliando mis competencias hacia infraestructuras cloud, servicios dockerizados y automatización de procesos.

Experiencia

IfixRapid, S.L / TeslaMobile Baleares, S.L

IT SERVICE MANAGER | TECHNICAL SUPPORT LEAD

Madrid, Spain

2017-Present

- Dirección y coordinación de un equipo técnico de más de 20 personas.
- Planificación de recursos, gestión de tickets e implementación de procedimientos bajo SLA.
- Administración de sistemas locales (on-premise), gestión de servidores, redes y copias de seguridad.
- Gestión de activos IT: hardware, licencias, reparaciones, control de stock y costes operativos.
- Coordinación directa con Apple para escalado de incidencias y resolución avanzada.
- Implantación de protocolos técnicos y formación continua al personal.
- Logros: reducción del tiempo medio de resolución en un 30 % y mejora del índice de satisfacción del cliente al 95%.

UniversoMac, S.L.

APPLE CERTIFIED SUPPORT TECHNICIAN

Madrid, Spain

2015-2017

- Diagnóstico y reparación de hardware y software Apple.
- Configuración de redes locales, instalación de sistemas operativos y gestión de backups.
- Soporte técnico presencial y remoto a clientes corporativos y particulares.

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Control de versiones: Git, GitHub

Virtualización: VMware

Sistemas: Windows Server, Active Directory, Linux Administration

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