Ismael Ignacio Font Galdo

Systems Engineering
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EXPERIENCE

IT Operations Manager
DXC Technology

July 2021 - January 2023
Remote - Córdoba, CBA

- Managed Linux-based systems for a critical enterprise client, leading incident resolution and coordinating cross-team operations to ensure service stability and compliance during builds, rebuilds, and major changes.
- Improved service quality and response times by optimizing incident handling workflows and standardizing communication across engineering teams, contributing to contract renewal and client retention.
- Rebuilt and modernized 2,000+ legacy servers, enhancing reliability, performance, and long-term maintainability of core infrastructure.

Computer Repair Technician
Independent – Partnership

October 2016 - July 2021 | July 2023 - Present
Córdoba, CBA

- Provided comprehensive PC repair services, both remotely and from a home-based lab, diagnosing and resolving hardware and software issues for a diverse clientele.
- Partnered with colleagues to expand service capacity, efficiently delegating tasks and managing workload distribution to ensure timely service and delivery.
- Maintained high customer satisfaction by offering personalized solutions, clear communication, and prompt follow-ups, resulting in repeat business and referrals.

Game Server Service Provider
Independent

April 2018 - October 2020
Córdoba, CBA

- Managed and operated game server hosting services from a self-hosted server solution, offering both reliable and affordable hosting solutions for *Minecraft*, *Call of Duty 4*, and *Counter-Strike: Global Offensive*.
- Provided clients with secure access to control panels, enabling them to easily manage and customize their server environment.
- Ensured high server uptime and performance through regular maintenance and optimization, contributing to a positive gaming experience for end users.
- Built and maintained strong client relationships by offering fairly priced, responsive and sleek services.

EDUCATION

Dr. Cesar Milstein Secondary School
February 2014 - December 2019
Córdoba, CBA

Ramon J. Carcano Primary School
February 2008 - December 2013
Córdoba, CBA

TECHNICAL STACK

Programming Languages: Java 8, Python 2 & 3, C++ 17, JavaScript, TypeScript (JSX/TSX), Bash/Dash, Batch
DevOps & CI/CD Tools: Terraform, cloud-init, Ansible, HP Server Automation, GitHub Actions, Gitea Actions, GitLab CI, Jenkins, FluxCD
Cloud, Virtualization & Containerization: Amazon Web Services (AWS), Google Cloud Platform (GCP), Proxmox VE, vSphere (ESXi), Qemu/MS Hyper-V, Oracle VirtualBox, VMware Workstation, Kubernetes, Docker, LXC
Operating Systems & Distributions: RedHat Enterprise Linux and derivatives, Debian and derivatives,
Networking & Storage: WireGuard, OpenVPN, TCPdump, Wireshark, Cisco IOS, MikroTik RouterOS, Packet Tracer, GNS3, bind/bind9, Nginx, Apache HTTP Server, HPE 3PAR, Ceph
Databases: PostgreSQL, MariaDB, MySQL, InfluxDB, SQLite
Version Control & Collaboration Tools: GitHub, GitLab, Gitea
Service Management: ServiceNow, Jira, HPE Service Manager 9, Splunk On-Call
Monitoring & Logging: ELK Stack (Elasticsearch, Logstash, Kibana), Zabbix, Prometheus, Grafana