Ismael Ignacio Font Galdo

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EXPERIENCE

IT Operations Manager   July 2021 - January 2023
DXC Technology   *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   October 2016 - July 2021 | July 2023 - Present
Independent – Partnership   *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   April 2018 - October 2020
Independent   *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, C++ 17, JavaScript & TypeScript, HTML/CSS, Bash/Dash, Powershell, SQL
Infrastructure as Code & Automation: Terraform, cloud-init, Ansible, HP Server Automation
Virtualization: Proxmox VE, vSphere (ESXi), Qemu, MS Hyper-V, Oracle VirtualBox, VMware Workstation
Cloud Platforms: Amazon Web Services (AWS), Google Cloud Platform (GCP)
Containerization: LXC, Docker
Operating Systems: RedHat Enterprise Linux and derivatives, Debian and derivatives
CI/CD: GitHub Actions, GitLab CI, Jenkins
Orchestration & Clustering: Kubernetes
Storage Systems: HPE 3PAR, Ceph
Networking Hardware / Appliances: MikroTik RouterBOARD
Web Servers & Reverse Proxies:: httpd/apache2, Nginx, NodeJS
VPN Tunneling: Wireguard, OpenVPN
Packet Analysis:: TCPdump, WireShark
DNS Servers & Tools: bind/bind9, bind-utils/dnsutils
Network Simulation / Labbing: GNS3, Cisco Packet Tracer
Databases: PostgreSQL, MariaDB, MySQL, InfluxDB

Source Code Management: GitHub, GitLab, Gitea
Project & Workflow Management: Trello, ServiceNow, Jira, HP Service Manager
Observability: ELK stack, Splunk, Zabbix, Prometheus, HP Operations Bridge Manager, Grafana