



Karlken Alvarez

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ABOUT ME

I am a dynamic and versatile professional with a strong ability to adapt quickly to new challenges and technologies. I learn fast and work with determination to achieve goals, staying calm under pressure while effectively organizing and balancing workloads to meet deadlines.

Throughout my career I have successfully implemented new infrastructures and technologies from the ground up, completing complex projects in a short time while ensuring scalable, secure, and efficient solutions. I stand out for my proactive mindset, strong problem-solving skills, and constant focus on quality and innovation.

WORK EXPERIENCE

Expandi Group – Milano, Italy

City: Milano | Country: Italy

CRM & Tech Specialist

[03/2019 – 09/2019]

- Managed and optimized the **Salesforce CRM** platform for internal operations.
- Provided technical support and resolved issues related to internal tools and applications.
- Collaborated with developers to integrate new functionalities and meet business needs.

Expandi Group – Milano, Italy

City: Milano | Country: Italy

Full Stack Developer

[09/2019 – 10/2021]

- Developed and tested internal **Java web applications** with Spring, Thymeleaf, HTML, CSS, and JavaScript.
- Administered and customized the **Salesforce CRM**, ensuring smooth business workflows.
- Provided internal technical support and maintenance for company tools.

Expandi Group – Milano, Italy

City: Milano | Country: Italy

Technical Project Manager - Full Stack Developer - DevOps - IT Manager

[10/2021 – 04/2024]

- Planned and coordinated projects, defining the **technical roadmap** and priorities.
- Led and supported developers across **front-end** and **back-end**, ensuring on-time feature delivery.
- Built and maintained internal **Java web applications** (Spring, Thymeleaf, HTML, JavaScript, CSS).
- Managed and customized the **Salesforce CRM** platform to optimize internal processes.
- Integrated **Docker** and **Jenkins** for continuous integration and deployment pipelines.
- Maintained **Linux servers** and handled IT infrastructure for stability and security.

Zerouno – Milan, Italy

City: Milan | Country: Italy

SysAdmin | DevOps Engineer Consultant

[04/2024 – Current]

DevOps

- Designed, built, and managed infrastructure based on **Docker Swarm** and **Docker Compose**, covering production, test, and development environments.
- Implemented **Traefik v3** for secure routing, reverse proxy, and TLS certificate management.
- Set up full **monitoring and observability stacks** with **Grafana**, **Prometheus**, **Loki**, and **Alertmanager**, integrating automated alerts (Telegram, email).
- Automated **PostgreSQL and volume backups** on Wasabi S3 with retention policies and tested disaster recovery plans.
- Optimized resources, decommissioned obsolete services, and improved system reliability.

System Administration & Security

- Configured and maintained **FortiGate firewalls**: access rules, SSL/IPsec VPNs, DNS management, and network segmentation.
- Managed **domains**, **SSL/TLS certificates**, and hardened **Nginx**, **Apache2**, and **Tomcat** servers.
- Implemented **high availability** and **disaster recovery** strategies, including PostgreSQL replication and WAL archiving.

IT Support & Operations

- Maintained and troubleshot **Linux and Windows servers**, ensuring secure updates and uptime.
- Provided tailored IT solutions and technical documentation for internal and client infrastructures.

EDUCATION AND TRAINING

High school degree

ITIS E. Torricelli [06/2018]

City: Milano | Country: Italy

LANGUAGE SKILLS

Mother tongue(s): Italian

Other language(s):

English

LISTENING B2 READING B2 WRITING B2

SPOKEN PRODUCTION B2 SPOKEN INTERACTION B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

COMPETENZE

Technical knowledgment

Development

- **Languages & Frameworks:** Java (Spring Boot), Python, JavaScript (Node/ES6), HTML/CSS, Thymeleaf, Apex (Salesforce)
- **Frontend & Backend:** REST API design, asynchronous processing, templating
- **Automation & CI/CD:** Git (Git flow, branching, pull requests), Jenkins (pipeline setup), GitHub Actions, Docker build pipelines

DevOps & Cloud Infrastructure

- **Containers & Orchestration:** Docker (multi-stage images, swarm & compose), Docker Swarm, Kubernetes (basic), Portainer
- **Reverse Proxy & Routing:** Traefik v3 (middlewares, TLS, Let's Encrypt, failover)
- **Monitoring & Observability:** Grafana, Prometheus, Loki, Alertmanager, cAdvisor, Alloy/Promtail, Dozzle
- **Logging & Metrics:** Centralized log pipelines with structured log shipping and retention policies
- **Backups & Storage:** Veeam, Nakivo, QNAP, Wasabi S3, automated PostgreSQL/volume backups with Telegram alerts
- **Infrastructure as Code / Automation:** Bash scripting, cron automation, fail-safe deployment strategies

IT & Systems Administration

- **Linux:** Service installation & maintenance, networking, updates, user and permission management
- **Networking & Security:** FortiGate firewall (VPN, SSL/TLS, routing, HA), WireGuard VPN, DNS management (Cloudflare/AWS Route 53)
- **Web Servers:** Apache2, Nginx (reverse proxy, hardening), Tomcat legacy maintenance
- **Virtualization:** Proxmox basics, Docker-based VM services
- **Monitoring & Alerts:** Uptime Kuma, Home Assistant integrations

Databases

- **PostgreSQL:** service setup, schema design, primary/foreign keys, advanced queries, streaming replication, WAL archiving
- **MySQL/MariaDB:** configuration & basic administration

Project Management & Collaboration

- **Tools:** Jira (ticketing, branching integration), ClickUp, Bitbucket
- **Practices:** Agile/Scrum, sprint planning, roadmap definition, technical documentation

Miscellaneous & Productivity

- Windows administration, Microsoft 365 suite, Visual Studio Code, Eclipse, FileZilla, MobaXTerm / PuTTY, Talend ETL, Salesforce CRM