

# MAYRA STEFANY TORRES MUNARES

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DevOps Engineer with solid experience in automating critical processes across Cloud and On-Premise environments. Designed and implemented workflows with API integrations, automated evidence generation, and managed services such as IIS, SQL, and SAP. Skilled in Bash, PowerShell, and Python, delivering agile and secure infrastructure solutions while developing customized chatbots integrated with Microsoft Teams, automated through Ansible and REST APIs. Technical stack includes Azure, Linux/Windows, Ansible, Kubernetes, Git, Jenkins, REST APIs, and React/Firebase. Currently expanding expertise in MLOps with Docker, MLflow, Airflow, and Grafana to strengthen DevOps capabilities.

## EXPERIENCIA LABORAL

### Kyndryl Perú

#### IT Automation Specialist – Kyndryl Perú

Junio 2023 - Presente

- Automated security change workflows, including snapshots and automatic start/stop of services such as IIS, SQL, and SAP.
- Developed and customized a self-service chatbot to create, delete, and manage users and emails through Ansible and REST APIs.
- Integrated APIs with ticketing systems, enabling automatic status updates and generating technical documentation of successful and failed processes.
- Implemented automated notifications through Microsoft Teams APIs to deliver real-time alerts during the execution of critical workflows, ensuring visibility and quick response to potential issues.

#### Key Achievements:

- Automated workflows across 70+ servers, reducing manual effort by 80% (from 6 hours to 1 hour) and ensuring zero downtime.
- Built a self-service chatbot adopted by more than 25 client teams, reducing support workload and accelerating resolution times for repetitive tasks.
- Automated API integration with the ticketing system for 27 weekly tickets across 6+ servers, reducing review time by 60% (2h saved per ticket, 54h per month) and improving monitoring visibility in Grafana.
- Enabled scalable automation of critical workflow monitoring, reducing manual incident creation efforts by more than 40% and fostering faster cross-team collaboration through real-time visibility in Microsoft Teams.

#### IT Specialist Junior – Kyndryl Perú

Noviembre 2022- Mayo 2023

- Handled infrastructure requests, incidents, and problem tickets across IaaS, SaaS, and PaaS environments, supporting both Azure Cloud and on-premise servers.
- Provided technical support for hybrid infrastructure configuration, ensuring service continuity in production environments.
- Assisted in improving the performance of internal web portals through frontend adjustments and functionality validation.
- Implemented new web features such as the "Annual Plan" module within administrative systems, contributing to the internal management platform of a public-sector organization.

#### Key Achievements:

- Contributed to the maintenance and continuous improvement of production web portals, enhancing load times and overall user experience.
- Applied proactive communication practices in ticket handling, improving coordination across technical teams.
- Strengthened adaptability and organizational skills by managing multiple tasks related to infrastructure and technical support.

## EDUCATION

**Universidad Peruana de Ciencia Aplicadas**

Dec 2023

Bachelor of Information Systems Engineering.

## ADDITIONAL KNOWLEDGE & SKILLS

- **Languages:** English: Advanced
- **Tech Stack:**
  - Programming Languages:: Python, Java, Bash, PowerShell.
  - Automation & Scripting: Ansible, YAML, scripting en Bash y PowerShell
  - Cloud & DevOps: Azure (IAAS, SAAS, PAAS), Docker
  - Integrations & APIs: REST APIs, WebSockets, CRON, Webhooks, Microsoft Teams API integrations, ticketing system integrations.
  - Frontend & Web Applications: ReactJS, Firebase (Firestore, Authentication, real-time updates).
  - Databases: PostgreSQL, MongoDB (ORMs: Prisma, Mongoose).
  - Infrastructure: Windows Server, Linux (administration, configuration, troubleshooting).
  - Monitoring & Visualization: Grafana, automated documentation pipelines, internal dashboards.
  - Version Control: Git, GitHub
- **Relevant Courses:**
  - AWS AI FastTrack | AI Practitioner (July 2025 – Present)
  - MLOps: Foundations, model deployment, and monitoring (July 2025 – September 2025)
  - UDEMY | NodeJS: De cero a experto (Marzo 2025)
  - Power the Future | DevOps (Diciembre 2024)
  - CoderHouse | ReactJS (Septiembre 2024)