



# NICOLAS SERBIN

## CLOUD ENGINEER

### PERSONAL PROFILE

Passionate about technology, computer security, and automation, I view myself as a sociable individual who is open to collaboration, responsible, and dedicated in all my endeavors.

### CONTACT

🇦🇷 Argentina

📍 Aveiro - Portugal

✉ nicolas.serbin@gmail.com

📞 +351 922 225 971

🌐 nserbin.com

🌐 in/nserbin

🐙 NSerbin

### TECHNOLOGIES

🔧 ANSIBLE	🐙 GITHUB
💡 ARGO CD	⚙️ GRAFANA
☁️ AWS	🛡️ HELM
📁 BASH	🏔️ JIRA
📄 CONFLUENCE	🌐 KUBERNETES
☁️ CLOUDFLARE	🐧 LINUX
🐞 DATADOG	🔥 PROMETHEUS
🚢 DOCKER	🐍 PYTHON
📁 GIT	🚀 TERRAFORM
🐙 GITLAB	🔧 SERVERLESS FRAMEWORK

### CERTIFICATIONS

#### AWS

- 🌟 **Certified Developer Associate**  
Oct 2023
- 🌟 **Certified Solutions Architect Associate**  
Nov 2021

### WORK EXPERIENCE

#### OLX

- 🌟 **Mid-Sr. Cloud Engineer** Apr 2024 - Present
  - Within the Business IT team, I lead infrastructure modernization efforts across critical systems including SAP, Boomi, and GitLab. I took ownership of refactoring our Terraform codebase to enhance security and scalability, while introducing FinOps practices that significantly improved resource efficiency and reduced cloud costs.
  - I designed and implemented a resilient AWS Backup strategy and developed automation scripts in Python, deployed via AWS Lambda, to streamline DNS health checks and GitLab user provisioning. Throughout 2024, I supported a colleague as their Buddy, guiding their technical development, onboarding, and integration into the team. I also led two major initiatives: a company-wide ransomware audit and the full upgrade of our SAP infrastructure.

#### NARANJA X

- 🌟 **Sr. CloudOps Engineer** Feb 2023 - Jan 2024
  - As part of the WIRU Pipeline initiative, I was responsible for maintaining and improving a centralized CI/CD system using GitLab, with automation pipelines built in Bash and Python. I developed reusable Helm templates compatible with multiple Kubernetes versions and optimized test pipelines to reduce feedback loops and standardize quality checks.
  - I also created Python scripts using the boto3 library to perform batch deletions of specific S3 objects based on regex patterns, helping manage storage and enforce compliance. Additionally, I deployed a self-hosted GitLab CI runner on an EKS cluster as part of our disaster recovery strategy, strengthening platform resilience.

#### DIGITAL HOUSE

- 🌟 **Technical Lead DevOps Engineer** Jan 2024 - Present
  - As DevOps Technical Lead, I took ownership of core infrastructure operations, leading architectural decisions and long-term planning. I worked closely with stakeholders to identify areas for improvement in scalability and reliability, while overseeing the work of two DevOps engineers and promoting a culture of documentation and automation.
  - I led the upgrade of the Terraform AWS provider to version 5.x, ensuring compatibility across modules and improving maintainability. I also drove cost optimization by analyzing EC2 and RDS usage, decommissioning unused resources, and resizing instances to better match workload demands.
- 🌟 **Mid-Sr. DevOps Engineer** Jan 2022 - Jan 2024
  - In this role, I was responsible for modernizing the CI/CD ecosystem by leading the migration from GitLab CI to GitHub Actions, automating large-scale updates across multiple repositories. I also built and maintained Infrastructure as Code using Terraform and deployed Kubernetes clusters to support internal platforms.
  - I developed Python scripts using boto3 to automate tasks such as batch S3 cleanups and VPC peering. I also created onboarding tooling for DevOps newcomers and mentored two junior engineers, supporting their integration and technical growth within the team.
- 🌟 **Jr. DevOps Engineer** Sep 2021 - Jan 2022
  - I started by supporting the migration of on-premise environments to AWS, including EC2, S3, RDS, and IAM components. I introduced Lambda monitoring with Datadog and helped establish observability standards within the team.
  - I also created Serverless Framework templates for standardized deployments and contributed to internal documentation, improving team alignment on infrastructure and automation processes.

## WORK EXPERIENCE

### MERCADOLIBRE

- ✦ **Technical Support Analyst - SMO 1.5** Mar 2021 - Sep 2021
  - Led the creation and refinement of internal documentation across SMO processes. Acted as a central point for coordination during incidents, facilitating War Room sessions and collaborating with cross-functional teams.
  - Provided operational support to resolution teams, tracked root causes, and contributed to technical documentation standards for service continuity.
- ✦ **Technical Support Analyst - SMO SPOC** Jan 2021 - Feb 2021
  - Managed incident intake and analysis within the SPOC (Single Point of Contact) unit. Maintained ticket accuracy, normalized data in Jira, and ensured timely escalations.
  - Monitored operational metrics and supported outage response coordination during critical incidents, contributing to faster recovery times and improved team workflows.
- ✦ **Technical Support Analyst - SMO 1.0** Nov 2020 - Jan 2021
  - Provided first-level support for internal clients using Jira Service Desk. Resolved technical incidents and ensured SLA compliance.
  - Monitored service metrics and collaborated on documentation to improve visibility and response time. Participated in initial War Room practices to support outage investigations.

### HP INC.

- ✦ **Technical Support Analyst** Jun 2019 - Sep 2019
  - Provided hardware-level technical support for HP A3 printers, performing diagnostics, preventive maintenance, and user troubleshooting across customer environments.
  - Ensured timely ticket resolution and client satisfaction while documenting repeat issues for escalation and process improvement.

### FREELANCE

- ✦ **Technical Support** 2006 - Present
  - Provided on-demand technical support for individuals and small businesses, focusing on OS installation (Linux and Windows), system recovery, backups, and general desktop/server configuration.
  - Delivered remote and on-site assistance, helping users maintain stable computing environments and ensuring data integrity across personal and work systems.

## OTHER COURSES

### EDUCACION IT

- ✦ **Cyber Security Architect** 2019 - 2020
  - Cryptography:** Symmetric/asymmetric encryption, hashing functions, PKI fundamentals, blockchain and applied cryptosecurity.
  - Databases and SQL:** Relational modeling, normalization, primary/foreign keys, and SQL queries (SELECT, JOIN, WHERE).
  - Linux 101:** File system structure, user/group management, APT/YUM packaging, permissions, and CLI tools.
  - Information Security 101:** Password management, malware detection (antivirus, heuristics), UAC, AppLocker, and hashing basics.
  - Python 101:** Variables, control flow, loops, lists/dictionaries, and GUI apps with Tkinter.
  - Linux Operator:** System internals, boot process, kernel modules, services, and troubleshooting tools.
  - HTTPS Protocol:** SSL/TLS deployment, HTTPS structure, digital certificates, and validation levels.
  - Linux Administrator:** User and permission control, cron jobs, localization, backups (rsync, duplicity), and GPG encryption.
  - Server Hacking:** Linux hardening, permissions, Auditd, syscalls, IPTables, HIDS (Samhain), and SPA/port knocking.
  - Python Programming:** Control flow, functions, file handling, OOP basics, desktop GUIs and REST API clients.
  - Network Hacking:** Reconnaissance with Nmap, traffic analysis (Wireshark), ARP poisoning, SSH tunneling, IDS/IPS, and PKI.
  - Ethical Hacking:** Full attack lifecycle: footprinting, exploits, AV evasion, Metasploit, post-exploitation, and pivoting.

## EDUCATION HISTORY

### IFTS 18

- ✦ **Systems Analyst** 2020 - 2021