Ivan Rojas Salazar

SRE & Developer

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Detail-oriented professional with experience in financial services, talent management, fraud prevention, systems administration, DevOps, and IT support

PORTFOLIO WEB: https://rivan17rs.github.io/Portfolio_IvanRojas/

WORK EXPERIENCE

DevOps/Site Reliability Engineer

IBM, Heredia, Costa Rica | 2023

- Designed and maintained scalable, reliable, and secure hybrid-cloud solutions for IBM's QRadar on Cloud and IBM Cloud solutions, leveraging Kubernetes and virtualization technologies to ensure auto-scaling, high availability, and fault tolerance following SRE principles.
- Utilized Infrastructure as Code (IaC) practices with Ansible, Terraform, Python, and Bash scripting to automate provisioning, configuration management, and self-healing systems.
- Developed and integrated automation scripts in Python and Groovy to enhance deployment workflows and improve infrastructure consistency across multiple environments.
- Enhanced deployment pipelines using CI/CD tools and extensions, focusing primarily on continuous delivery (CD) — ensuring code deployments are consistent, automated, and that worker nodes remain continuously updated to the latest stable versions.
- Gained practical experience in software development with REST APIs, using Insomnia for API testing and integration validation during automation and infrastructure deployments while managed production-scale Kubernetes clusters (ROKS), ensuring performance, resilience, and cost-efficiency across hybrid and public cloud environments.
- Designed, maintained, and enhanced monitoring, alerting, and synthetic monitoring capabilities using IBM On-Call Manager, Icinga, Instana, and IBM Cloud Portal, developing and optimizing synthetic monitoring scripts in Java and Node.js to improve proactive detection, service availability, and incident response.
- Actively participated in incident management and root cause analysis (RCA), contributing to blameless postmortems and continuous system improvements.
- Ensured compliance with security policies by managing access controls, encryption strategies, and secure configurations across cloud and on-prem environments.
- Authored internal technical documentation and reusable automation modules, improving team knowledge sharing and accelerating future deployment tasks.

Collections Manager

Servicios Grupo Mundial, San Jose, Costa Rica | 2021 – 2023

- As a collections manager, I led a team of 10 individuals, focusing on effective collection management across various stages of past-due accounts, including early, mid, and late-stage recoveries, as well as managing written-off customers.
- Oversaw the recovery processes for delinquent accounts, ensuring efficient collection strategies were implemented to maximize recoveries.
- Managed accounting data related to collection payments, ensuring accuracy and timely reporting for management. Upper management interaction on a weekly and quarterly basis to streamline current and new strategies.
- Conducted individual commission payroll calculations and performed reconciliations for the collections division, enhancing financial transparency and accuracy.
- Successfully recruited collection and recovery professionals, providing targeted training and support through one-on-one coaching and performance reviews to meet retention targets.

Collections Lead & Supervisor

Servicios Grupo Mundial, San Jose, Costa Rica | 2017 – 2021

- My leadership and management skills have contributed to a cohesive team environment focused on achieving financial objectives while fostering professional growth and compliance within the organization.
- Developed and refined SOPs for departmental protocols, ensuring compliance and operational efficiency.
- Monitored and reported on staff attendance, including tardiness, absences, and personal time-off, addressing any related issues promptly.
- Identified and created IT tickets to address departmental needs, overseeing the implementation of system requirements and internal database enhancements.
- Worked closely with various departments to develop peer skills and strengthen individual performance strategies.
- Compliance Training: Provided training on compliance standards, including TILA, FDCPA, CID, UCCAP, CPD, and FCA, ensuring team adherence to regulatory requirements.
- Ensured clear and accurate communication across diverse client interactions. Facilitated seamless multilingual support to enhance customer experience and operational efficiency

Data Entry Analyst II

GBS, San Jose, Costa Rica | 2015 – 2016

- Managed and optimized CRM systems, focusing on improving user experience and data accessibility. Utilized MySQL for data retrieval and manipulation, enabling more efficient tracking of customer interactions and enhancing CRM functionality.
- Designed and executed targeted email marketing campaigns, using data insights to segment audiences and personalize communications. Monitored campaign performance metrics to assess engagement and improve future strategies. Developed and implemented innovative e-marketing strategies, leveraging digital tools and analytics to drive customer engagement and lead generation. Collaborated with cross-functional teams to align marketing efforts with overall business objectives.
- Conducted data analysis to identify trends and patterns, generating reports that informed marketing strategies and improved customer outreach efforts. Provided actionable insights to management based on data findings through Excel sheets reporting.
- Ensured data accuracy and consistency through regular audits and validations, implementing corrective actions as needed to maintain high-quality standards.

IT Support Specialist I

GBS, San Jose, Costa Rica | 2013 – 2015

- Diagnosed and resolved end-user issues related to Windows operating systems, including file synchronization failures, workstation performance problems, and system configuration errors.
- Troubleshot network and internet connectivity issues, performing initial network diagnostics and escalating when necessary.
- Supported file sync and access issues (local and network-based), ensuring data availability and integrity for business users.
- Utilized PowerShell to validate system status, check configurations, gather logs, and perform basic automation and diagnostics.
- Assisted with basic server-side issue validation, collaborating with higher-tier IT and infrastructure teams when required.
- Documented incidents and resolutions, following internal IT procedures and service management practices.
- Delivered timely, user-focused support to employees, maintaining high service quality and minimizing downtime.

Collections & Fraud Analyst

Bank of America, San Jose, Costa Rica | 2010 – 2013

- Collected on early and mid-stage delinquent accounts, employing strong soft collection skills.
- Conduct fraud prevention and compliance with federal laws (SCRA, BCFP, FCRA).
- Provide translation services for financial relief situations and collection strategies.
- Meet the daily and weekly goals while performing outstanding customer service in handling complex collection conditions.

EDUCATION

Associate's Degree in Infrastructure & Automation Engineering

Universidad Cenfotec | JAN 2025 – In Progress

Associate's Degree focused on implementing CI/CD strategies, gaining skills in cutting-edge tools like Jenkins and GitHub Actions. Developed expertise in test automation within DevOps environments, improved my current SRE skills, code efficiency, software quality, and agility in development and operations processes. Technical skills: Python Scripting, Bash Scripting, LINUX Essentials (SC), Docker Containers Administration, Kubernetes, IaC focused on Terraform, Github Actions with Kubernetes, DevOps Testing Automation.

Superior Associate's Degree in Software Engineering

Universidad Cenfotec | JAN 2020 – MAY 2023

Superior Technical Degree in Web development, project management, project documentation, software maintenance & testing. Technical skills: C# .NET, Razor, Java, SQL, Oracle, MongoDB, HTML5, CSS, JavaScript 6, Node.js, VSCode deep dive, IntelliJ, Git, GitHub, Bitbucket, Azure DevOps, and Kubernetes.

High School Diploma

Colegio Técnico Don Bosco & Rincon Grande | FEB 1999 – DEC 2005

Costa Rican high school diploma a.k.a "Bachillerato en Educacion Media"

CERTIFICATIONS

Top Skills: *Proactive Team Player – Problem Solving Expert – Analytical – Resilient*

Associate's Degree in Software Development
https://acreditta.com/credential/8705bf91-4f86-4a22-b023-4522cec1cbe8?utm_source=copy&resource_type=badge&resource=8705bf91-4f86-4a22-b023-4522cec1cbe8

Linux Essentials
https://acreditta.com/credential/a70121d0-2a7b-4dab-bf33-40710df1287e?utm_source=copy&resource_type=badge&resource=a70121d0-2a7b-4dab-bf33-40710df1287e

Scripting with Python
https://www.acreditta.com/credential/9d2873b8-e124-48ec-baa6-434dc4f38061

Kubernetes Administration
https://acreditta.com/credential/67e55971-6445-4eb0-a03d-c145a29bd7f2?utm_source=copy&resource_type=badge&resource=67e55971-6445-4eb0-a03d-c145a29bd7f2

SCRUM Fundamentals Certification Number: 969383
https://www.scrumstudy.com/certification/verify?type=SFC&number=969383