




IVAN A. ROJAS SALAZAR

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OBJECTIVE

Dedicated and detail-oriented professional with over 16 years of experience in financial services, corporate management, fraud prevention, systems administration, and IT support. Expert in personnel management, technology integration, and reporting. Seeking a collaborative team role to leverage my strong analytical skills and foster cooperative working relationships.



EXPERIENCE

SRE/DevOps Engineer | IBM

JAN 2023 – PART TIME

- Designed and maintained scalable, reliable, and secure hybrid-cloud solutions for IBM's QRadar on Cloud, leveraging container orchestration platforms (Kubernetes) and virtualization technologies, while maintaining robust infrastructure with a focus on auto-scaling, high availability, and fault tolerance, following SRE principles.
- Utilized Infrastructure as Code practices using Ansible, and Bash scripting to automate provisioning, configuration management, and self-healing systems.
- Configured and managed production-scale Kubernetes clusters, ensuring performance, resilience, and cost-efficiency across cloud environments.
- Developed and maintained monitoring and alerting systems using IBM's On-Call Manager, Icinga, Instana and IBM Cloud Portal integrated tools to ensure proactive issue detection 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.
- Administered IBM QRadar on Cloud systems, managing infrastructure provisioning, patching, and maintenance aligned with cybersecurity standards while providing operational support by resolving service tickets, performing server/VM administration, and implementing IT solutions in client environments.

Collections Supervisor & Manager | Servicios Grupo Mundial S.A

AUG 2017 – JAN 2023 - *FIRST 3 YEARS AS SUPERVISOR, THEN MANAGER.*

As a manager in the financial sector, 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. My responsibilities included:

- **Collection Management:** Oversaw the recovery processes for delinquent accounts, ensuring efficient collection strategies were implemented to maximize recoveries.
- **Data Management:** 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.
- **Payroll Calculations:** Conducted individual commission payroll calculations and performed reconciliations for the collections division, enhancing financial transparency and accuracy.

- **Talent Acquisition and Training:** Successfully recruited collection and recovery professionals, providing targeted training and support through one-on-one coaching and performance reviews to meet retention targets.
- **Standard Operating Procedures (SOPs):** Developed and refined SOPs for departmental protocols, ensuring compliance and operational efficiency.
- **Attendance Management:** Monitored and reported on staff attendance, including tardiness, absences, and personal time-off, addressing any related issues promptly.
- **IT Support Coordination:** Identified and created IT tickets to address departmental needs, overseeing the implementation of system requirements and internal database enhancements.
- **Cross-Department Collaboration:** 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.
- **Translation Services:** Ensured clear and accurate communication across diverse client interactions. Facilitated seamless multilingual support to enhance customer experience and operational efficiency.

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.

Data Entry Analyst | GBS

AUG 2014 – 2016

Performed accurate and timely manual data entry for new and potential customers, ensuring that all information was meticulously logged and updated within the system to maintain data integrity. My tasks were distributed as follows:

- **Customer Relationship Management (CRM):** 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.
- **Marketing & Email Campaigns:** 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.
- **Data Analysis and Reporting:** 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.
- **Quality Control:** Ensured data accuracy and consistency through regular audits and validations, implementing corrective actions as needed to maintain high-quality standards.

Collections/Fraud Analyst | Bank of America

FEB 2011 – MAY 2013

Collected on early and mid-stage delinquent accounts, employing strong soft collection skills. As part of the main daily tasks, I was able to:

- 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

Infrastructure Automation Engineer | Universidad Cenfotec

JAN 2025 – CURRENTLY

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 Technical Software Engineer | 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, Introductory Kubernetes.

High School Diploma | Colegio Técnico Don Bosco & Rincon Grande

1999 – 2005

High school Costa Rican diploma "Bachillerato en Educacion Media"



SKILLS

- Proactive Team player
- Multitasker and Resilient
- Effective Communicator
- Objective-Oriented Programming
- Problem Solving Expert
- Analytical Skills
- Cloud Computing
- Linux Systems Administration



CERTIFICATIONS

Superior Technical Degree in Software Development

https://www.acreditta.com/credential/8705bf91-4f86-4a22-b023-4522cec1cbe8?utm_source=copy&resource_type=badge&resource=8705bf91-4f86-4a22-b023-4522cec1cbe8

Kubernetes Administration

https://www.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>



ACTIVITIES

In my free time, I am a passionate father, gamer, and musician. In the professional area, I have been involved in numerous leadership activities, including the "Negotiator #9" course by The BlackSwan Group, the "Principles training" by Ray Dalio, and the "Seven Habits" course by Steven Covey. I am in a consistent personal development. I spend a lot of time on Udemy, O'Reilly, Codecademy courses to improve my professional career as a Site Reliability Engineer. While pursuing my Bachelor's degree, I am also aiming for high-value certifications and associate-level credentials, including Certified Kubernetes Administrator (CKA), LPIC-1, and AWS Certified Cloud Practitioner.