LUIS ALBERTO CACHO GARCIA

COMPUTER SYSTEMS ENGINEER
WITH EXPERTISE AS LINUX SYSADMIN

Multi-skilled professional with a superb track record of Linux Systems Administration focused on Cloud Computing and Open Source Technologies applied in diverse cloud and dedicated environments. With ten years of experience along a strong performance background in a wide variety of professional system support and solution-based IT services for Linux Systems including, installation, monitoring, configuration, troubleshooting, maintenance, hardening, and performance tuning. Ability to develop and maintain close working relationships with my team. An autodidact with great expertise in the resolution of complicated issues. Self-motivated team player who demonstrates initiative and flexibility. I am looking to make a step into the DevOps culture as an SRE.

CAREER OBJECTIVE

I am seeking a position as a Site Reliability Engineer, where I can work in a challenging environment and gain experience working as part of a team that builds and ensures a well maintained, large, reliable, scalable and distributed systems.
I am highly motivated and willing to be in a place where I can apply my experience and education as well as my creative thinking, problem-solving, active learning abilities to help the organization to meet and surpass its goals. At the same time I want to join a team that rewards effort and initiative and provide plenty of progression and development opportunities.

EXPERIENCE

RACKSPACE, The #1 Managed Cloud Company

LINUX ADMINISTRATOR   January 2014 - Current

- Provide intermediate/advance System Administration and Fanatical Support (Spanish/English) to our customers (Enterprise, Marquee, SMB, Hybrid, and Cloud) via phone, chat and /or via support tickets within response time SLAs.
- Install, configure, update, patch, troubleshoot, recommending solutions, perform capacity planning, performance tuning, implement initiatives, set up alerts, perform maintenances, security hardening and monitoring services for customers such as, but not limited to, OS-level concerns, web server, database server, applications server, and email.
- Takes ownership of complex projects that may take several weeks or months to complete, such as system enhancements, network security, audit compliance, and infrastructure scaling for internal growth.
- Work with cutting edge cloud technology, such as our Rackspace Public Cloud, Amazon Web Services, VMWare, Openstack, and on-premise hardware such as DELL, and HP servers; SAN, NAS, and DAS.
- Use Automation tools like Ansible to configure customer environments.
- Collaborates with Account Managers, Business Development Consultants, and Systems Engineers to identify and analyze customer business goals and suggest best practices.
- Act as a support lead and provide mentoring and training on technical topics as well as prepare reports, runbooks, and procedures to fellow system administrators and support team members.
- Excellent written and verbal communication with the ability to communicate to nontechnical and technical audiences.
- Detail-oriented in documenting information and able to own customer issues through resolution.
- Able to handle multiple tasks and prioritize work under pressure.

BOLSA MEXICANA DE VALORES (Mexican Stock Exchange)

UNIX ADMINISTRATOR   September 2009 - December 2013

- In charge of managing and maintaining +500 servers, ensuring 99.9% or better uptime.
- Evaluate, plan, monitor, and enhance IT infrastructure with an emphasis on high availability, reliability, scalability, security, data confidentiality, and system integrity, aligned with organizational standards.
- Provide Unix Servers (RHEL 5, RHEL 6, AIX 5.3, AIX 6.1), VMware VCenter, and a EMC SAN VNX Block Administration and Monitoring hosts and services with Nagios XI Monitoring.
- Manage Tripwire Enterprise, Tripwire Log Center, VNX Monitoring and Reporting, and Netbackup applications.
- Implement RHEL Clusters solutions to provide Applications High Availability.
- Participate in the new trading engine project "MoNeT".
- Provide on-call and on-site technical support for the internal teams via telephone and ticketing systems.

IT PROFESSIONAL SKILLS

<u>Unix/Linux:</u> Red Hat Enterprise Linux/CentOS, Debian, Ubuntu, AIX, two years experience in Solaris and HP-UX

<u>Hardware:</u> DELL Servers, HP Proliant Servers, IBM Power Servers, SAN, NAS, DAS, RAID, DRAC, ILO, HMC, KVM

<u>Cloud Providers:</u> Rackspace Public Cloud, Amazon Web Services (AWS), VMWare, OpenStack

<u>Programming Languages</u>: Bash Scripting, Python, C and C++, some GIT experience, starting to learn Golang

<u>Application Servers:</u> Nginx, Apache, MySQL, MariaDB, Redis, Memcache, Varnish, Bind9, Plesk, Nagios, Postfix

<u>Configuration Management:</u> Terraform, Ansible, implemented into internal environments, test-driven with Molecule

<u>Networking:</u> TCP/IP Protocol, OSI Model, Switching, Routing, Subnetting, Rackconnect, DNS, FTP, SFTP, SMTP, SNMP, SSH, TFTP, DHCP, NFS

<u>Other:</u> SSL Certificates, CDN, LVM, New Relic, Vagrant, GitHub, GitLab, actively learning about Docker, Kubernetes, Openshift, CI/CD, Jenkins, Travis-CI, CircleCI

CERTIFICATIONS

<u>Amazon Web Services (AWS)</u>
- AWS Certified SysOps Administrator – Associate (AWS-SOA-C01) - 2019

<u>Red Hat</u>
- Red Hat Certified Specialist in Ansible Automation (140-122-987) - 2017
- Red Hat Certified Engineer (140-122-987) - 2016
- Red Hat Certified System Administrator (140-122-987) - 2016

TRAINING

<u>Cloud Native Computing Foundation (CNCF)</u>
- Kubernetes Fundamentals (LFS258) -2019

<u>Rackspace</u>
- Python Operational - 2016

<u>RedHat</u>
- Red Hat OpenShift Administration I (DO280) - 2018
- Red Hat OpenStack Administration II (CL210) - 2018
- Red Hat OpenStack Administration I (CL110) - 2018
- Automation with Ansible I (DO407) – 2017
- Red Hat System Administration III (RH254) - 2016
- Red Hat Enterprise Linux Diagnostics and
  Troubleshooting (RH342) -2016

<u>E-learning Platforms</u>
Udemy
- AWS Certified SysOps Administrator Associate - 2019
- Certified Kubernetes Adminitrator (CKA) - 2019
- Complete Python Bootcamp - 2018
Linux Academy
- DevOps Essentials - 2018
- OpenStack Essentials - 2018

EDUCATION

ESCUELA SUPERIOR DE CÓMPUTO (INSTITUTO POLITECNICO NACIONAL)

BACHELOR ON COMPUTER SYSTEMS ENGINEER　　　　　　　　　July 2004 - August 2009

Av. Miguel Othón de Mendizábal s/n, La Escalera, Gustavo A. Madero, 07738, México City

LANGUAGES	STRENGTHS	INTERESTS
SPANISH: NATIVE	ANALYTICAL	PHOTOGRAPHY
ENGLISH: FLUENT	DELIBERATIVE	TRAVELING
	INPUT	READING
	INTELLECTION	SPORTS FAN
	LEARNER	CAMPING