ERNESTO ISAAC MARRERO GÁMEZ

Cloud Engineer | DevOps Engineer

PROFILE

Autodidact, capable of understanding the client's business in order to optimize processes using the solutions offered by the technology market. Effective communication skills, proactive in resolving requirements or incidents.
Responsible, and empathic, with expertise to generate documentation at a technical and user level.

CONTACT

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NACIONTALY
Venezuelan.

CIVIL STATE
SINGLE.

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Av. Los Cerrillos 2200, Torre 7 Depto 102.

HOBBIES

Cycling
Rugby
Camping

EDUCATION

Curso Programación HTML, CSS y JavaScript
Platzi
2023, Santiago, Chile

EFSET English Certificate C1 Advanced
EF SET
2023, Santiago, Chile

WORK EXPERIENCE

XMS (Microsoft Gold Partner)
Technical Account Manager
Providencia, Región Metropolitana, Chile
5-9-2022 – 5-1-2023

-Global Administration of Microsoft 365 (Exchange, Teams, Yammer, SharePoint, One Drive, Stream Security and Compliance).
-Microsoft 365 license management through partner
-Azure DevOps Administration.
-Manage and control information security threats for clients.
-Documentation regarding information security.
-Documentation and creation of processes regarding Azure and Microsoft 365.
-Resolution of tickets due to incidents or requirements.
-Support clients in terms of infrastructure, cloud, and security with Microsoft technologies.

ACHIEVEMENTS: Automate through an Azure PowerShell script the change of attributes in thousands of blob files stored in thousands of blob storage. Migration of Azure Database for PostgreSQL Single Servers to Flexible servers from version 10 to version 14.

Arkano Software (Microsoft Gold Partner)
IT Infrastructure Support Analyst
Providencia, Región Metropolitana, Chile
12-7-2021 – 1-9-2022

-Global Administration of Microsoft 365 (Exchange, Teams, Yammer, SharePoint, One Drive, Stream Security and Compliance).
-Microsoft 365 license management through partner
-Azure DevOps Administration.
-Manage and control information security threats for clients.
-Documentation regarding information security.
-Documentation and creation of processes regarding Azure and Microsoft 365.
-Resolution of tickets due to incidents or requirements.
-Support clients in terms of infrastructure, cloud, and security with Microsoft technologies.
- Administration and control of technological assets and equipment in Chile, Peru, Argentina, Paraguay, Uruguay, Colombia, and Mexico.
-Definition of architectures for client infrastructure.
-Implementation of Kubernetes on-premises and AKS for clients.
-Basic Pentesting to client websites.

ACHIEVEMENTS: Increase knowledge in Microsoft Cloud technologies, participation in internal projects and with clients at a national and international level (Chile, Peru, Argentina, Paraguay, Uruguay, Bolivia, Colombia and Mexico, United States), Discovery of existing Azure resources, execution of governance plan and cost reduction in the consumption of subscriptions.

Corporación de Capacitación de la Construcción OTIC CChC
IT infrastructure analyst
Providencia, Región Metropolitana, Chile.
1-3-2020 – 30-6-2021

- Global Administration of Microsoft 365 (Exchange, Teams, Yammer, SharePoint, One Drive, Stream Security and Compliance).
-Microsoft 365 license management.
-Administration of Microsoft volume licensing center.
-Azure Active Directory Global Management.
-Adobe Cloud licenses Administration.
-Cisco Unified Call Manager (IP Telephony) Administration.
-Fortinet Firewall Administration.
-Symantec Antivirus Console Administration.
-Password State (Password Manager) Administration.
-Team Viewer console Administration.
-Nutanix Administration.
-VMware Administration.
-Unifi Ubiquiti Administration.
-Monitoring of sensors in links and servers in PRTG.
-Documentation and updating regarding Information Security.
-Creation of process flow for team assignment.
-Maintain the operability of Switch network equipment - Router Layer2 and Layer3 according to the requirements of the organization and current planning.
-Maintain communication with manufacturers or suppliers according to the requirements of the organization and specific needs.
-Projects management.
-View system metrics and logs, making decisions based on the observed data.
-Administration and control of technological assets and equipment under leasing.
-Veeam Backup Administration.
-Administration of navigation policies by areas or organizational units.
-Manage and control information security threats.
-Execution of RFC (Request for Comments) with prior approval of the change control committee.
-RFC pipeline through Jira Service Desk.
-Second level support to the Support and Service Management team.
-Support VIP and critical users.

 ACHIEVEMENTS: Creation of documentation of processes not established due to the newness of the area. Effectively lead Cpanel and Postfix email system migration projects to Microsoft 365, optimizing domain management, improving the availability and accessibility of information to users nationwide, apply internal training in the use of the Microsoft 365 Suite , developing better methodologies for collaboration and communication between them. Migration of services between Tenants of Microsoft 365.

Corporación de Capacitación de la Construcción OTIC CChC
IT Support Analyst
Providencia, Región Metropolitana, Chile.
10-10-2020 – 1-3-2020

-Resolution of user queries.

Curso de introducción a C#
Platzi
2022, Santiago, Chile

Curso de Azure DevOps: Flujos de CI/CD
Platzi
2022, Santiago, Chile

Curso Profesional de DevOps
Platzi
2022, Santiago, Chile

Curso Profesional de Git y GitHub
Platzi
2022, Santiago, Chile

Microsoft Certified: Azure Administrator Associate
Microsoft
2022, Santiago, Chile.

Kubernetes
Platzi
2022, Santiago, Chile

Microsoft Certified: Azure Fundamentals
Microsoft
2021, Santiago, Chile.

MS-10097C Microsoft 365 Administration & Troubleshooting
Netsolutions Learning – Microsoft Gold Partner
2020, Santiago, Chile

Redes desde 0
Udemy
2020, Santiago, Chile

Group Policy Administration (Active Directory) for Helpdesk
Udemy
2020, Santiago, Chile.

Excel intermedio
Universidad Católica de Chile
2019, Santiago, Chile

Cisco CCNA 200-301
Udemy
2021, Santiago, Chile.

Técnico Microinformático
C.E.N.E.A.C. Producciones
2011, Caracas, Venezuela

College Education
*2022 – Present – Professional Institute AIEP, Chile
Computer Engineering*

*2012 – 2016 – Technological University Institute "Dr. Federico Rivero Palacios", Venezuela
Computer Engineering (Unfinished)*

Secondary Education
*Private Educational Unit "Tamanaco"
Bachelor of Science
2010, Los Teques, Estado Miranda, Venezuela.*

-Support own application in business management (Admicorp-Capacinet-Capacinet 2.0)
-Installation and software support.
-Upgrade and hardware support.
-Preventive and corrective maintenance on notebooks and desktops.
-Quotation and purchase of equipment, peripherals and licenses.
-Maintain communication with suppliers.
-Administration of emails in Cpanel and Postfix.
-Control of Notebook and Desktop assets.
-Creation of users in Active Directory.
-Resolution of tickets due to incidents or requirements (OS Ticket).
-Resolution of tickets due to incidents or requirements (Aranda Service Desk).
-Support Printers.
-Audiovisual support.
-Training of users in the use of software.

ACHIEVEMENTS: Regularization of requirements management, streamlining of processes in management of these, documentation of existing processes, creation of new processes, including flow of user registrations and cancellations, improvement in response times for incidents and requirements, automation of sub-management communications of systems to other areas at the national level, effective execution of technological renewal at the national level through Lenovo leasing, improving the work experience of users with the use of high-end computers, which allowed saving money on purchases of new equipment, Windows 10 licenses that would be devalued eventually and possible purchase of parts in case of failure.

Adexus (Prestando servicio para cliente Servipag Express)
N2 Help Desk Agent
Santiago, Región Metropolitana, Chile.
10-11-2017 – 31-07-2018

-POS (Point of Sell) Troubleshooting remotely and on-site.
-Database management of Servipag Express client agencies.
-Derivation and planning of technical field visits at the national level.
-Remote assistance to technicians nationwide (Chile).
-Enablement of POS equipment.
-Coordination management for installation, uninstallation, and removal of POS equipment nationwide.
-QA of POS Operating System update.
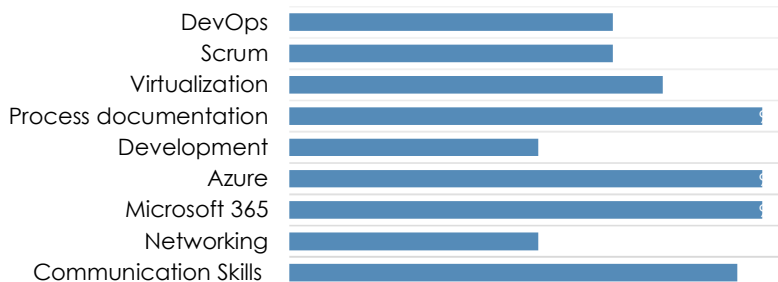-Go to production of POS Operating System and national distribution.

ACHIEVEMENTS: Regularization of requirements management, streamlining of processes in their management, documentation of existing processes, creation of new processes, improvement in response times to field technicians and client agencies, standardization of information traffic between the Commercial and Operations Areas, proposals for improvement in the coordination between Adexus and Servipag for effective compliance with the SLA.

CYLAM C.A
Helpdesk Assistant
Caracas, Venezuela.
3-12-2013 – 15-11-2016

ACHIEVEMENTS: Successful assistance to Users. Recommendations for the optimization of tasks with the use of the computer.

Freelance
Computer and Notebook Repair Technician
Caracas, Venezuela.
2011-2016

APTITUDES

Aptitude	
DevOps	
Scrum	
Virtualization	
Process documentation	
Development	
Azure	
Microsoft 365	
Networking	
Communication Skills	

PERSONAL REFERENCES

Christian Jaramillo
*CEO Millo Technology
Former Head of Support and Infrastructure OTIC CChC
Former Infrastructure Assistant Manager Larraín Vial*
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Felipe Salazar
*Head of Support Konecta Chile
Former Infrastructure Supervisor OTIC CChC*
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Nutanix Consultant for Lenovo and OTIC CChC*
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Alejandra Gallardo
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Former Head of Support and Service Management OTIC CChC*
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