

Franco Mauricio Ruiz Landers

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Professional Summary

Systems Engineer with over 5 years of experience in application support, backend operations, and platform development.

Expert in API integrations, webhooks, SQL databases, cloud infrastructure (Azure + AWS), and resolving critical incidents while meeting demanding SLAs. Passionate about delivering reliable, high-performance solutions under pressure.

Technical Skills

- Cloud & Infrastructure:

Azure: App Services, Functions, Data Factory
AWS: EC2, S3, VPC, Lambda, CloudWatch
Supabase: Edge Functions, Auth, Postgres

- Python · Bash · PL/SQL ·

PowerShell · SQL · Postman

- 24/7 Support & Operations:

Critical incident resolution under strict SLAs
Automation of repetitive operational tasks
Database query optimization
Advanced log analysis & debugging
ETL processes
System recovery & restoration of critical data
Proactive monitoring & alerting
Technical documentation (SOPs, runbooks)

Experiencia

Indra – Application Support Analyst (Proyect Pangeaco)

May 2025 – December 2025

24/7 support for enterprise cloud applications (order orchestration and NaaS services)

Delivered frontline support for service activations, modifications, and deactivations.

Managed critical requests and resolved high-priority incidents while meeting strict SLAs.

Developed diagnostic tools in Python to automate repetitive troubleshooting tasks.

Global Hitss – Application Support Analyst

October 2023 – December 2024

High-volume platform on Oracle Linux + PL/SQL (Claro Postpaid services & line portability)

Resolved critical backend incidents through PL/SQL query optimization and log analysis.

Built Bash scripts to automate daily operational tasks (report generation, data cleanup, health-checks).

Collaborated across multiple service towers to better understand user needs and improve cross-functional response times.

International Potato Center (CIP) – Systems Assistant

April 2021 – March 2023

Hybrid AWS + Azure environment supporting global research teams

Maintained cloud-hosted applications (AWS EC2) ensuring high availability for researchers worldwide.

Led data migrations and legacy system recovery efforts, restoring access to critical operational data.

Documented system integrations and workflows to ensure compliance and facilitate knowledge transfer.

Education

Universidad de Lima

Bachelor of Systems Engineering

Graduated: December 2020 (certification awarded 2023)
