
Curriculum Vitae: Alberto Mijares

IT Projects Manager, Infrastructure Architect and UNIX™ Support Specialist

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Personal Information

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About me...

I see myself as a solutions provider. My fundamentals are: stick to the standards, follow the principles of Unix (simple is beautiful) and write good documentation.

I'm honest, reserved and focused. I align myself with the vision of my clients and nothing is executed without profit, seen from different viewpoints.

Knowledge and Skills

This is a non-exhaustive list of the skills developed along my careerpath.

Soft Skills

Management

- Self-Management through time management techniques. Mainly, TODO lists and Calendars help me to get things done.
- Agile Management with Scrum-based techniques. While not strictly attached to any theory, I can identify segments that help me to manage a certain team for achieving certain goals. It should be dynamic as projects are dynamic.
- Leadership by example and data-driven decision-making. I'm a good team player when the roles, objectives and processes are well defined.

Communications

- Good verbal and written communication.
- Active listening.
- Persuasion and negotiation. Always trying to get the win-win formula.

Problem-Solving and Critical Thinking

- Problems come in different flavors and the job is to solve them so that the business continues to run.
- Every issue is divided in smaller issues and each one is analyzed under criticism for getting in to the best workaround and finally a definitive solution.

Learning Agility and Personal Development

- I'm a self taught person and I'm always reading newsletters about Business, Information Technologies, e-Commerce and related subjects for being always up-to-date with the latest services and products.

I also read technical bulletins and engineering blogs from the top companies in technologies.

Hard Skills

Programming Languages

- Perl 5 and the Mojolicious Web Development Framework
- Haskell, C (still learning)
- Bourne Shell and Python Scripting

Operative Systems

- FreeBSD for servers operative systems
- Debian GNU/Linux, CentOS, Ubuntu Server and other Linux flavors

Databases

- PostgreSQL, MySQL and MariaDB for SQL DB Engines

Orchestration

- Ansible, Jenkins

Virtualization

- Bhyve, KVM, VMWare and VirtualBox

Services and Applications

Besides those skills, I also have experience with many toolsets. I wish I could name all the technologies, services, software and tools that I know and have worked with, but such list would be too long. Instead, please read the section about projects I have worked on my own and representing other companies.

Working Experience

I've been working in the field of Information Technologies for more than 22 years, starting from basic support activities for end users until getting into very complex activities like the planning and execution of projects for mission-critical tasks. I also have had the opportunity to teach, which is a great enriching experience.

My comfort zone is in around the FreeBSD project, which provides an excellent OS, documentation and development ecosystem; accompanied by an excellent community of hackers. I also was very savvy in the Linux world some years ago; however, the some changes introduced a few years ago into the main distributions have disappointed me a lot. This is a matter of preference, though, I can work on any Unix-like environment.

My orientation has always been into what happens in the backstage (Infrastructure/Architecture) instead of the scenarios (User Experience/Interfaces), closely related to development cycles (DevOps). That's true even before this terminology came to existence.

My working experience can be splitted in two: projects executed as freelance consultant and positions occupied in some companies.

Positions

Venelectronics

Projects Manager (2023 - 2024)

Venelectronics is a retail store with 5 branches in Venezuela. There are many challenges associated to the politics, taxes and laws in Venezuela, making it harder to run a retail store and specially in the ecommerce world.

I have been in charge of the execution of small projects for the customization of their CRM software, trying to align it with the products and promotions launched by the Marketing Department and others.

Group of HighTech Companies in New York

Office Manager

Since year 2019 to 2022, I've been managing an offshore company, dedicated to software development in Dominican Republic, for a group of companies in the Internet Services business, located in New York, USA.

My main tasks are to provide the physical space, services, equipment and facilities for the operations of the developers. I also run campaigns for hiring the developers and make a first approach in order to filter according to non-technical assessments.

SmartTechDo

Support Specialist (2017 - 2019)

Working at SmartTechDo was a great experience. Basically, I provided solutions to complex problem within the infrastructure of our clients.

I spent a lot of time reading documentation of software (open source mostly) figuring out how to improve the behavior of the platform that we were supporting.

Some of the technologies that I supported by the time was:

- ClusterLabs high availability stack
- PCI compliance fixes in systems configuration
- Moodle learning system
- Asterisk IP-PBX

Future Link Corporation (2016 - 2017)

VP Engineering

While I still was in Venezuela, Future Link sponsored my work permit and visa for Dominican Republic. In my short period with this company I was able to:

- Perform a PCI compliance self-assessment and suggest improvements.
- Participate in the recruitment process of a Junior System Administrator, giving my recommendations for a specific candidate, who resulted elected and was able to perform assigned tasks with outstanding results.
- Identify problems on time. An example of a suggested solution to one of those problems was to re-assign resources from one project to another, where the deadline was very close and manpower was required.
- Creation and update of required packages within the framework pkgsrc, from NetBSD. Server updates.

Higher Institute of Technological Studies and Investigations - ISEIT (2006 - 2010)

Instructor

- Member of professors staff, mainly for the "Certified Linux Administrator" program.

"La Villa del Cine" Foundation (2008)

Networking and Telecommunications Coordinator

- Network and systems administration. Coordination of tech support staff. Migration of private solutions to FOSS alternatives.

Corcaribe Tecnología, C.A.(2007 - 2008)

Network Administrator - Consultant

- Maintenance of the IT platform. Consultancy for external customers. Specialized support.

Economic and Social Development Bank of Venezuela - BANDES (2006-2007)

Tech Assistant

- Structured cabling. Data and voice networks maintenance. PBX administration.

Security Information Analyst

- Monitoring, review and updating of the institution's security policies.
- Penetration Testing - Ethical Hacking
- Monitor compliance of established policies. Checking of procedures for communications and data exchange between financial and government institutions.
- Research

Teravision Technologies (2005-2006)

Network Administrator

- Internal customers support. Creation and maintenance of LAN services. Network rewiring and hiring of new ISP.
- Migration of version control system from CVS on Win32 to SVN on Linux.
- Setup of a HA database cluster for applications. Separation of development and production environments.
- Creation and implementation of a BCP for the development team.
- Maintenance of a software appliance.

World Tel-Fax Electronics, C.A. (2001-2005)

Telephone Operator (2001-2002)

- Call center operator. Search of specialized information service INFO-LINE™.

Transcriber - Information Department (2002)

- Data transcribers team coordination. Creation of reporting and statistics tools, QA, productivity measuring, among others.

Audio Operator (2002-2003)

- Recording, edition and conversion of audio clips for IVR systems and multimedia contents.

Tech Support (2003-2005)

- Internal and external customers support. Preventive and corrective maintenance or workstations. PBX administration.
- Servers and network monitoring: Routers, Gateway SMS, IVR's, Switches, web server - Email - Databases, Web Proxy-Cache, Portmaster, PBX, DNS, DHCP.
- Support for end-users and external costumers.

Projects

Freelance Consultant (2008 - 2016)

Along almost 9 years of activities as a consultant, I've been involved in many projects and activities. Here are the most important projects, the company involved and a short description with some achievements:

Upstream Bandwidth Optimization

Aeronet, C.A.

Aeronet is a *Wireless ISP* in Venezuela. They needed to optimize the available upstream Bandwidth for their customers.

Overall, upstream traffic was optimized by a 24% and the end-user experience was improved by 32%, thanks to higher download rates in average. The solution was implemented using the Squid Proxy on a server with a fine tuned FreeBSD.

Virtualization

National Housing and Habitat Bank

BANAVIH (for its initials in spanish) is the official institution in Venezuela for housing loans and subsidy. They needed to optimize the hardware utilization in their datacenter.

A total of 4 servers were freed and repurposed, thanks to the application of the virtualization technology in development and testing servers; saving thousands of dollars in hardware adquireance. Red Hat Enterprise Linux and Xen were the technologies used in this project.

Migration of Email and Domain Controller services to Open Source Solutions

CONVIASA

CONVIASA is a venezuelan airline. The objectives of the project were the migration of email services and primary domain controller to open source solutions.

The email services was migrated from third-party provider to a self-hosted solution based on Red Hat Enterprise 5, Postfix, Dovecot and Roundcube as web interface. The PDC was implemented on Debian with Samba3 with group-based custom profiles on workstations. Both services were integrated with OpenLDAP as the backend for users identification and authentication. The airline achieved the compliment

Web form for issuing policies

Pyugmao Fondos Administrados, C.A.

Pyugmao is a risk manager company, providing Civil Liability Policies to their customers. They needed a centralized system to generate policies.

A web form was developed in the Perl programming language with the CGI interface and PostgreSQL for the database. The company was able to increase their salesforce and to emit more than ten times more policies monthly, compared to the months before the implementation of the solution.

Interface for BT-3000 Plus Chemistry Analyzer

Neat Systems, C.A.

Neat Systems is a development company specialized in ERP Software for hospitals and laboratories, running on the Windows platform. The *BT-3000 Plus Chemistry Analyzer* has a serial communication protocol via DB9 COMM Port, which makes it difficult to integrate into the TCP/IP network.

A webservice was developed, implementing the serial protocol and making it available via HTTP. The solution was written in Perl on Debian Linux, and embedded in a VirtualBox image, so it can be run inside a Windows server.

Digicheck2

Bayco, C.A.

Bayco is a security solutions provider for the banking industry in Venezuela. They lost the control over a product they owned, due to some discordance with the former developers of the product. I was able to reverse-engineering the product and implement it using open source technologies. I gave them back the control over the product by writing detailed documentation about how their product works, how was developed and how can be modified.

The rewrite was made with Perl, using the framework Mojolicious, PostgreSQL and Debian Linux. A customization of the debian-installer was made in order to include the corporate image of Bayco. The functionality of the product was to take a screenshot of face, check and id document when a client goes to the bank to cash a check.

High Availability in VoIP

FIDES, C.A.

FIDES is a company providing medical services through a call center. The requirement was a setup such that if the main VoIP PBX server fails, the spare can't take more than 20 seconds for the failover.

The goal was achieved combining specialized hardware from Digium™ and replication techniques on Elastix.

Load Balancing Cluster

inmobilia.com

inmobilia.com is a real state web portal with presence in 13 countries. The initial setup for their portal went out of capacity when they reached 4 hits per second. I designed for them a mixed cluster with virtual and bare metal servers, with defined roles as *loadbalancers*, *backends* and *databases*. I also leaded the development team into the *Git Branching Model* workflow, documented in this article by Vincent Driessen [[http://http://nvie.com/posts/a-successful-git-branching-model/](http://nvie.com/posts/a-successful-git-branching-model/)]. Finally, I configured an Amazon S3 bucket for the bank of images of the portal (about 160 GB by that time) and helped to integrate the storage service in the portal.

The performance increased drastically, holding loads of above 30 requests per second with no significant impact on the servers, whose could handle up to 5 times such load without penalties. This implementation is saving money by using virtual servers for most of the hosts and not requiring huge amounts of additional storage for backups.

Recovery of files from Glacier™

inmobilia.com

The development team of *inmobilia.com* tried to implement the versioning feature from S3 service. However, they made a mistake and sent all their images to Glacier, where they are not available online. Even with paid support from AWS, they were unable to recover the files.

Using the API from AWS S3 I wrote a script in Perl making parallel request, which helped to recover the files 16 times faster than the time required if we used the methods suggested by AWS support. You can take a look at the script at <https://github.com/granalberto/s3mu>.

Training: Specialized Courses and Certifications

IT Courses and Certifications

Network Management

Description: Best practices in technical and management aspect for data and voice networks. Available tools, configuration and use.

Institution: Central University of Venezuela - Faculty of Engineering

Instructor: Prof. Vincenzo Mendillo (UCV)

Duration: 32 hours

Certification granted: Certificate of approval

Linux Professional Certified Program

Description: Basic and advanced administration of Linux-based operative systems. Theoretic and ideological roots of free software movement. Unix-like environments tool set.

Institution: Higher Institute of Technological Studies and Investigations (ISEIT)

Instructor: Ing. Carlos García - Ing. Jesús Rivero

Duration: 80 hours

Certificate granted: Certified Linux Administrator Professional

Linux Security Professional

Description: Basis of information security concepts. Tools and methodologies for security policies implementations.

Institution: Higher Institute of Technological Studies and Investigations (ISEIT)

Instructor: Ing. Ricardo Strusberg

Duration: 32 hours

Certificate granted: Certified Linux Security Administrator Professional

Linux Networks Administrator

Description: Networking concepts, services and open source implementations.

Institution: Higher Institute of Technological Studies and Investigations (ISEIT)

Instructor: Ing. Ernesto Hernandez-Novich

Duration: 32 hours

Certificado Emitido: Certified Linux Networks Administrator Professional

LPI Certification

Institute: Linux Professional Institute

Certificate granted: Junior Linux Certified Professional (LPIC-1)

LPI ID: LPI000092165

Verification Code: k3z5ham8ph

Agile Development Workshop with Python

Description: Tools for agile development of user interfaces with Python

Institution: V Foro Mundial del Conocimiento Libre

Instructor: Ing. Francisco Palm

Duration: 8 hours

Certificate granted: Certificate of participation

Professional and Personal Growth Courses

Voice and Diction

Description: Voice manipulation for professional purposes.

Instructor: Lic. Adriana Romero

Duration: 8 hours

Certificate granted: Certificate of Approval

Job Analysis

Description: Position Analysis

Institution: INCE

Duration: 40 hours

Certificate granted: Certificate of Approval

Psychology Applied to the Supervision

Description: Management of work situations and leadership.

Institution: INCE

Duration: 20 hours

Certificate granted: Certificate of Approval

Quality-oriented Management

Description: Concepts and strategies for process optimization. Continuous improvement.

Institution: INCE

Duration: 100 hours

Certificate granted: Certificate of Approval

About this document

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