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LUIS ALBERTO CACHO GARCIA

COMPUTER SYSTEMS ENGINEER
WITH CLOUD-NATIVE AND DEVOPS EXPERIENCE

I am passionate about finding solutions to challenging problems that meet everybody's expectations. I am specialized in Cloud Computing, Cloud Native technologies, Systems Automation, and Systems Security.

I have over ten years of experience working with Linux Systems, Automation, and Open Source projects applicable to on-premise, cloud, and hybrid environments. I started my cloud journey back in 2014, providing support for customers based on US and LATAM regions. Working at that position, I developed and maintained close working relationships with our customer's diverse departments like operators, developers, VPs, and CEOs. After that, I had the opportunity to work as a Security Systems Administrator where I was in charge of the Compliance Assistance processes for the Linux platform and where I implemented/maintain all the automation workflows, build internal tools, and also got the opportunity to be considered as a trusted advisor on all the security hardening process, helping customers to succeed on their security audits.

I am interested in a position where I can use my technical and personal skills to help customers design, build and maintain their systems, and build a trusted relationship with them to met or exceed their expectations.

SKILLS

Professional Skills

- **Operative Systems:** RHEL/CentOS, Debian, Ubuntu, AmazonLinux
- **Hardware:** DELL Servers, HP Proliant Servers, IBM Power Servers, SAN, NAS, DAS, RAID, DRAC, ILO, HMC, KVM
- **Cloud Providers:** Rackspace Public Cloud, Amazon Web Services (AWS), VMWare, OpenStack
- **Programming Languages:** Bash Scripting, Python, Git, GitHub, GitLab, REST APIs; starting to learn Flask, Golang and Pandas.
- **Application Servers:** Nginx, Apache, MySQL, MariaDB, Redis, Memcache, Varnish, Bind9, Plesk, Nagios, Postfix
- **DevOps:** Ansible, Molecule, Docker, Kubernetes, Openshift, CI/CD, Jenkins, Travis-CI, CircleCI, Vagrant, Postman.
- **Networking:** TCP/IP Protocol, OSI Model, Switching, Routing, Subnetting, Rackconnect, DNS, FTP, SFTP, SMTP, SNMP, SSH, TFTP, DHCP, NFS
- **Security Tools:** CloudPassage, Armor, Alert Logic, Trend Micro
- **Documentation:** Drawio, Visio, Markdown, Confluence, Jira, Advanced Excel
- **Other:** SSL Certificates, CDN, LVM, New Relic.

Personal Skills

- Analytical
- Creative Thinking
- Customer Service
- Deliverative
- Input
- Integrity
- Intellection
- Learner
- Organization
- Problem Solving

Languages

- Spanish - Native
- English - Fluent

CERTIFICATIONS

Cloud Native Computing Foundation (CNCF)
- Certified Kubernetes Administrator
- Certified Kubernetes Application Developer

Amazon Web Services (AWS) - AWS-SOA-C01
- AWS Certified SysOps Administrator - Associate

Red Hat - 140-122-987
- Red Hat Certified Specialist in Ansible Best Practices
- Red Hat Certified Specialist in Ansible Automation
- Red Hat Certified Engineer
- Red Hat Certified System Administrator

TRAINING

2020
- Advanced Automation: Red Hat Ansible Best Practices (DO447)
- Certified Kubernetes Application Developer (CKAD)
- Certified Kubernetes Adminstrator (CKA)

2019
- Kubernetes Fundamentals (LFS258) – CNCF
- AWS Certified SysOps Administrator Associate

2018
- Red Hat OpenShift Administration I (DO280)
- Red Hat OpenStack Administration II (CL210)

- Red Hat OpenStack Administration I (CL110)
- Complete Python Bootcamp
- DevOps Essentials
- OpenStack Essentials

2017
- Red Hat Automation with Ansible I (DO407)

2016
- Red Hat System Administration III (RH254)
- Red Hat Enterprise Linux Diagnostics and Troubleshooting (RH342)
- Python Operational

EDUCATION

ESCUELA SUPERIOR DE CÓMPUTO (INSTITUTO POLITECNICO NACIONAL) *Mexico City, Mexico*

BACHELOR ON COMPUTER SYSTEMS ENGINEER *July 2004 - August 2009*

EXPERIENCE

Rackspace Technology *San Antonio, TX, USA*

Security Systems Administrator *January 2020 - Current*

- Continuously perform technical security reviews, vulnerability scans, and guide the customer, and internal teams on how to harden, remediate and implement fixes.
- Perform hardening to Linux systems, based on customer security and business needs and the Center of Internet Security (CIS) Benchmarks.
- Develop and maintain File Integrity Monitoring (FIM)/Condiguration Security Monitoring (CSM) policies, internal tools and high-quality documentation following Agile methodologies.
- Become a trusted advisor for our customers on all the security hardening workflow.
- Act as the technical liaison between our customers and our internal teams during the pre-sales process.

Linux Systems Administrator *January 2014 – January 2020*

- Provide intermediate/advance systems administration and Fanatical Support (Spanish/English) to our customers 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 and email server,s.
- 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.
- 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, provide mentoring and training on technical topics, and prepare reports, runbooks, and procedures to fellow system administrators and support team members.

Mexican Stock Exchange *Mexico City, Mexico*

Unix Specialist *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.