



# Jabel Álvarez Acosta

SysAdmin + Backend Developer

## CONTACT

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Gran Canaria

## SKILLS

### Soft Skills

- Adaptability to change
- Attention to detail
- Communication
- Organizational and multitasking skills
- Analytical thinking
- Teamwork

### SysAdmin Skills

- System Administration: Windows Server, Linux, VMware, Azure, Suite 365, Active Directory.
- Containers and Virtualization: Docker, Kubernetes, VMware and OpenShift.
- Monitoring and Security: Nagios, PDQDeploy, Checkpoint (antivirus and firewall), Nessus, MFA, LDAP, GPOs.
- Backup Management: Veeam Backup with snapshots and NAS/SAN replication.
- Automation: Bash, PowerShell, Python.
- Incident Management and Documentation: Jira, SysAid, Confluence, SharePoint.

### Dev Skills

- Python, Java, HTML/CSS, JavaScript
- SQL, PostgreSQL, SQLite
- Agile/SCRUM Methodologies

## LANGUAGES

- Spanish: Native
- English: B2

## ADDITIONAL INFORMATION

- Driver's License B and own vehicle
- Geographic availability
- Flexible schedule
- Remote work availability

## ABOUT ME

I'm a technology enthusiast with over 5 years of experience as a SysAdmin, where I've learned to design, implement, and maintain robust infrastructures. Additionally, I have experience in backend development.

I enjoy staying up to date with new tools and trends, sharing ideas with teams, and always seeking practical and efficient solutions.

## PROFESSIONAL CAREER:

### Tech Support L2

#### Chapp Solutions

2023-Actually

- Incident Resolution: Diagnosing and resolving second-level technical issues, including identifying problems in applications and systems and collaborating with the development team for resolution.
- Ticket Management: Utilizing Jira and other management tools to track and resolve incidents within deadlines, ensuring high levels of customer satisfaction.
- Integration Support: Assisting with the integration of new functionalities and improvements in hotel management systems (PMS), ensuring operability and optimizing business processes.
- Documentation: Creating and updating technical documentation on common issues and best practices for resolution, to aid support and new employee training.
- Interdepartmental Collaboration: Working with Development teams and DevOps team to optimize system infrastructure and enhance customer experience using technologies such as Kubernetes, Docker, ArgoCD, Scripting, etc...

### SysAdmin

#### Nordotel SAU

2018-2023

- Infrastructure Administration: Configuring and maintaining Windows and Linux servers, ensuring network stability and security in high availability environments.
- Virtualization and Cloud: Implementing and managing virtualized environments using VMware/OpenShift, as well as supporting and managing cloud solutions like Microsoft Azure and Office 365.
- Monitoring and Security: Implementing proactive monitoring systems and security tools to ensure performance and protection of critical systems.
- Technical Support to Users: Resolving complex technical issues for internal users, managing and prioritizing incidents to minimize disruptions.
- Automation and Efficiency: Developing scripts to automate repetitive tasks and optimize internal processes, improving operational efficiency and reducing response times using PowerShell, Bash and Python.

### Systems Technician

#### Microchip Informática

2016-2016

- Equipment Installation and Configuration: Installed, configured, and maintained hardware and software, ensuring proper functionality in diverse business environments.
- On-Site Technical Support: Diagnosed and resolved technical issues directly at client locations, providing prompt and personalized service.
- Network Implementation: Configured and maintained data networks, ensuring connectivity and security in information transmission.
- Technical Documentation: Created user manuals and troubleshooting guides to enhance end-user autonomy and reduce support requests.

## EDUCATION

### Advanced Python Programming

Academic discipline - All about the Python language including current frameworks like Flask, Django or FastAPI

Cloud Formación

2022

### Cross-Platform Application Development

Academic Discipline - Computer Programming, Specific Applications

CIFP Villa de Agüimes

2016-2018

### Microcomputing and Network

Academic Discipline - Network and Systems Administration

CIFP Villa de Agüimes

2014-2016