

# LUIS LEON

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## SR SYSTEMS ENGINEER

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### Education

BACHELOR OF SCIENCE - ELECTRONICS AND SYSTEMS ENGINEERING

June 1988

MONTERREY INSTITUTE OF TECHNOLOGY

Monterrey NL Mexico

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### Work Experience

#### SR SYSTEMS ENGINEER

April 2024 – March 2025

#### MOUSER ELECTRONICS

Mansfield, TX

- Supporting Middleware applications with languages React, Python, Java and SQL/No SQL databases.
- Create highly available and fault tolerant solutions for Applications Disaster Recovery. Document all redundancy processes using diagraming systems to show their application integrations (UML, ERD, Workflow and Dataflow)
- Develop Upgrade and Migration plans for RHEL End of Life OS into newer OS or Open Shift containers based platform. Execute plans by creation and scheduling of Change Request that include automated application validation using CI/CD Gitlab, DevOps methodologies and Azure/OCI related Cloud platforms.
- Implementation of monitoring and automated alerting for Applications Gitlab CI/CD pipelines by reviewing overall system and application landscape and identify gaps.
- Monitoring, Maintenance and Renewal of Applications and Gateway client and server certificates including token/key generation using AppViewX and automate when possible in CI/CD pipelines or by integrating with Zabbix.
- Assist with modernization of DevOps environments using IaaC. Update and secure deployment pipelines to use Terraform modules to deploy VMs or containers for the Application to run when adapted. Secure the application properly when deployed in the Cloud environments.
- Lead weekly meetings with Internet Business Development teams for engagement and allowance leading to implementation of Secure APIs developed by Company to access ERP Databases using Replication Technologies and secondary data sources for performance reasons.

#### APPLICATION ENGINEER

March 2022 – October 2023

#### RA OUTDOORS / ASPIRA

Dallas, TX

- Support and maintain health of applications. Ensure application performance is consistently meeting or exceeding KPI's. Manage, deploy source code and web configuration changes to configure applications in all environments. Write and format SQL queries to perform data change, research and produce ad hoc reports as required.
- Collaborate with teams to monitor application support queue using ticketing system to document and track all inbound and outbound customer interactions. Identify and troubleshoot application code-related issues and resolve Incidents in JIRA and Confluence tools. Member of a multi-country team, which all other team members were in remote locations and working in different time-zones. Participate in on call rotation, including some weekend support, overnight deployments, and overnight alerts as required.
- Take ownership and deliver high quality solutions for issues and requests. Conduct root cause analysis on application issues and design resolutions in timely manner with minimal supervision. Perform research into products as required upon client requests. Communicate solutions effectively to technical and non-technical teams.
- Support of Amazon Web Services (AWS) and Amazon Managed Services (AMS) systems. Implement Information Security policies and practices in the delivery of systems, applications, and services. Document troubleshooting and problem resolution steps. Maintain code and scripting that automate routine tasks or to simplify complex scenarios
- Analyze system, service, desktop, daemon and application logs to locate messages as a result of application errors. Escalate to development teams for defect tracking and hotfix solutions. In non-production environment test the new code using regression, smoke, integration and usability testing to verify it resolves the problem. Deployment of latent and emergency changes outside of periodic weekly deployment window if required. Document code changes using GitHub.
- Implement and manage application health monitor alerts using LogicMonitor by continually monitoring database tables, system and application logs for traffic load and performance. Ensure critical applications have acceptable levels for fault tolerance, redundancy and disaster recovery in order to meet customer SLA execution and restoration times

**APPLICATION SPECIALIST  
AIR LIQUIDE / ALIZENT****June 2018 – December 2021  
Houston, TX**

- Operational Tier 2 Support for Portfolio of Applications in the Americas by resolving functional and technical outages, SME for products that require integration to the applications, Provisioning, Change, Web Filter and Firewall Flow requests via Servicenow.
- When scheduled for on-call 24/7 provide support as required. Support includes researching/analyzing issues/requests to determine server (hardware and software)/application related implications, effectively communicating with all impacted parties and by troubleshooting and resolving issues with a sense of urgency to minimize any downtime.
- Responsible for ensuring alignment of Project specific designs with application architecture roadmap, supporting Product Managers, SaaS/PaaS Consultants, Perimeter Security and Network Teams to find solutions to issues and resolve Incidents in Servicenow.
- Collaborate with Tier 3/4 Engineering, to interface with highly technical teams when it comes to software development, data, BI within Servicenow for the Domestic customers based on the Americas.
- Perform platform lifecycle management activities to the applications to provide new functionality to optimize customer service, meet regulations and compliance while ensuring an adequate level of security.

**CONSULTANT SYSTEMS ENGINEER  
BANK OF AMERICA MERRILL LYNCH****JUNE 2014 – DECEMBER 2017  
Plano, TX**

- Member of operations team for BofAML supporting 25K+ Windows 2008, 2012 and 2016 Intel based servers. Troubleshooting and responding to medium to complex infrastructure issues by priority during application release, maintenance and configuration deployments of Business Systems.
- Support of all platform migrations due to server's upgrades, data centers or domain consolidations. L3 technical support to users responding to issues related to Incident Management and Server Monitoring by NMS.
- Interface directly with DC leadership and other DC engineers as well as internal partners including Network engineering, storage engineering and security operations teams.
- On premises DC engineer providing implementation oversight for DC infrastructure in the new co-location facility in Plano, TX. hands on for project implementation for all OSI layer 1-4 infrastructure technologies, security practices and enforcing security policies (e.g., user log-on and authentication rules, security auditing procedures); preparing status reports on security matters to develop security and providing support to the business and IT staff for systems security related issues; educating users on systems security standards and procedures.
- Solve technical problems and perform break/fix responsibilities, configuration issues, troubleshooting and hardware repair (including coordinating vendor services) for servers. Ensure all systems are current with applicable security hot fixes and AV is up to date.

**SYSTEMS ADMINISTRATOR  
PLAINS CAPITAL BANK****August 2013 - March 2014  
Edinburg, TX**

- SME and Administration 350+ Windows 2003/2008 server, blades, networking, VMWare, Microsoft, SAN and NAS. HP, Dell, IBM, EMC. Assists in the Discover, Mapping, and Optimization of Legacy Environments to prepare for Migration due to Acquisitions. Perform Microsoft IIS, SCCM and OS Administration and daily monitoring tasks as required. Proactively monitor and maintain the network, servers, computers, and IP based equipment in the Company's non-hosted services client population.
- Configure and maintain GPO for computers and user accounts in bank Active Directory platform with 750+ MS windows 7 Pro x64 and 500 MFCs with a total of 900+ end user accounts. Contribute to the implementation of processes, procedures, policies and standards for all hybrid cloud initiatives. Serve as back-up for specialized team members to create redundancy and participate in On Call Rotations for IIS and Enterprise Active Directory. Maintains server operating systems with current monthly rollouts and security patches.
- Collaborate with Bank network and security technology teams in remote TX locations to optimize the VMware infrastructure to increase performance and server consolidation. Collaborate with internal and third-party resources performing data center migration. Perform provisioning IP assignment, IIS Configuration, Storage, DNS & DHCP Setup & Monitoring. Assists in determining the correct target location for each workload.

**SYSTEMS ENGINEER  
KIMBALL ELECTRONICS****November 2006– February 2013  
Pharr TX**

- Direct Daily IT Operations of Server environment of AS400 iSeries, HP/UX 9000 Midrange hosts, all Windows 2003, 2008 Servers and Linux RHEL Servers connected to 650+ MS Win XP and Win 7x64 computers and 400+ end users.
- Manage Support Center to ITSM Remedy Incident Escalations concerning Server Administration, network infrastructure, desktop configuration, application issues and support related to hardware and software. Complete all support tickets to full resolution with 24x7x365 around the clock coverage.
- Lead and assist in resolution of complex production problems when managing IIS & Active Directory Related to domain consolidation, Application Upgrade & Server Migrations. Project Management for Detailed Directory Services Design and Build including Group Policies, Trust Relationships, Multi-factor authentication, DNS zones, DHCP handles and Cluster Always ON or Stand by Replication