



# Luis Carlos Gallardo Ramirez

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*IT System Administrator*

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## ★ Work Experience

### Technical Support Professional - System Administrator

**IBM**

**November 2022 - Present**

**Guadalajara, Jalisco**

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- Provide technical support for multiple systems, including z/OS,z/VM and cloud environments.
- Experience in ticketing systems, troubleshooting support tickets in assigned queues(ServiceNow,AccessHub,PagerDuty).
- Development and management of infrastructure using Microsoft Azure & IBM Cloud for various projects.
- Assist with cloud integration and automation tasks.
- Automate processes and improve support workflows using Python and Ansible.
- SQL proficiency for database management and report generation(Query Scripting).
- Work with APIs such as IBM Capki, W3 People, Ansible, GitHub, and ServiceNow for seamless cloud integrations.
- Create and maintain digital certificates.
- Work in general security issues and provide support to other areas like CICS, DB2, IMS, etc.
- Implement new procedures or processes independently or through the team to solve problems, analyze situations and implement solutions as needed to remediate issues.
- Participate in audit initiatives and provide evidence, supporting tasks and work in non-compliance issues.
- Support system health check reviewing TechSpec and providing documentation.
- Development of scripts in Python to manipulate reports generated by zSecure, formatting them in CSV or

manipulating them as needed, and executing them from Ansible.

- Implementation of DevOps methodologies using CI/CD with GitHub Actions.
- Use of Grafana with Prometheus to monitor system resources.
- Development of Ansible scripts to execute tasks on z/OS servers related to logical security, audits, reports, certificate management, and user reports.
- Creation of visual tools with Tkinter to facilitate tasks for other teams within the same management.

## IT Manager

*Universidad del Valle del Fuerte S.C*

*September 2021 - November 2022*

*Los Mochis, Sinaloa, Mexico*

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- Managed IT infrastructure, including cloud solutions and on-premises servers.
- Developed automation scripts for infrastructure management, reducing operational load.
- Worked with Microsoft Azure to deploy and manage cloud resources.
- Implemented ticketing and support systems to improve response times and efficiency.
- Set up and maintained networks, servers, and systems.
- Deployment in production Server Windows Server also configuring Active Directory, assigning GPO policies, shared folder service and LAPS.
- Deployment in production Linux CentOS Server also configuring Apache, PHP, Mysql for hosting the Website and ERP Odoo.
- Develop addons for ERP Odoo with Python and PostgreSQL.
- Installation, Configuration, Administration and Security of the Network Infrastructure using technologies such as Cisco, MikroTik, Ubiquiti, GrandStream and Fortinet.
- Development and Implementation of the RED UNIVAFU website using angular as framework and Django for the backend implementing mysql for the database.
- Communicated with clients and workers regarding appointment scheduling and technical support.
- Recommended changes, additions, and removals of software to increase operating efficiency by up to 47%.
- Developed expertise through 12+ hours of training each month in cutting-edge technology, including networking, servers, ERP management, and firewalls.
- Professor of the Engineering Career in Computer Systems and Digital Marketing teaching the subjects of networks and services GNU/Linux.

## IT Technician

*Comercializadora Gisnet S.A de CV*

*May 2021 - September 2021*

*Sinaloa, Mexico*

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- Installed software and performed system updates for Santander y BBVA systems.
- Collaborated with IT team to respond to work tickets using Jira, resolving urgent issues, documenting ticket resolutions, and completing projects on time.
- Communicated with clients regarding appointment scheduling and technical support and traveled within a 250-km radius to provide on-site work.

## IT Technician and Technology Teacher

*Nueva Senda College*

*September 2020 - May 2021*

*Los Mochis, Sinaloa, Mexico*

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- Organization, planning and coordination of subjects.
- Provide theoretical-practical teaching to students.
- Digital platform management.
- Networks, CCTV-IP, Servers, Preventive and corrective maintenance.

## Professional Practices

*AGROEQUIPOS DEL VALLE S.A DE C.V*

*January 2020 - July 2020*

*Los Mochis, Sinaloa, Mexico*

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- Development of "Data Analysis" project with Power BI and VBA.
- Installation of GPS equipment on tractors to create a precision farming environment.



## Career Summary

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I am a systems engineer with over 5 years of experience in the field of Information Technology, including 4 years as a specialized Sysadmin in Cybersecurity. Currently, I lead automation projects using Ansible and Python, significantly optimizing our processes in z/OS and Linux environments. Additionally, I am responsible for key and certificate management, working closely with experts to ensure security and authorized access in my work environment. Recently, I have expanded my experience in programming scripts in Python and Ansible, working with APIs and DevOps methodologies to improve CI/CD processes and system monitoring.

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## Education

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Bachelor's Degree in Engineering  
Mechatronics Engineering  
Instituto Tecnológico de los Mochis  
2017 - 2021  
Los Mochis, Sinaloa, Mexico

Master of Engineering

## Skills

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- Consistent
  - Project Management
  - Problem-solving
  - System Admin (Windows Server, Redhat, z/OS)
  - Strong Communicator
  - Jira
  - Databases (SQL, MySQL, MariaDB)
  - Networking
  - Software Developer
  - SSH
  - Programming Languages (C, Python, JavaScript, JCL, REXX)
  - CMS (Drupal7, Drupal8, Wordpress, Prestashop y Magento)
  - Task Automation
  - Information Security
  - APIs (IBM Capki, W3 People, Ansible, GitHub, ServiceNow)
  - CI/CD (GitHub Actions)
  - Monitoring (Grafana, Prometheus)
  - Visual Tools (Tkinter)
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## Certifications

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- Continuing Education Certificate in Digital Project Management  
MIU City University Miami  
April 2024 - April 2030  
Credential ID: 55d47092-f812-4b28-82d8-7a1d40a69443
- Interskill - Mainframe Systems Auditor – RACF – Experienced 2.4  
IBM  
February 2024
- Trustworthy AI and AI Ethics  
IBM  
February 2024
- Interskill - Mainframe Systems Operator – TSO/ISPF Intermediate 2.4  
IBM  
January 2024

- Think Like a Hacker  
IBM  
January 2024  
Credential ID: 1aba9425-6555-4736-b5f6-c4ab093bfde6
- Diploma en Seguridad Informática  
UNIR México  
August 2023  
Credential ID: d1d456c8-57db-4e17-a2b8-3ebac459c9bb
- Generative AI and watsonx for T&O  
IBM  
July 2023  
Credential ID: PLAN-2E22FC00BF9E
- IBM Agile Explorer  
IBM  
November 2022
- Interskill - Mainframe Operator – TSO/ISPF Foundations 2.4  
IBM  
November 2022
- Proyectos de Software  
UNIR México  
October 2022  
Credential ID: 43a8fb66-a116-40ad-b18d-4eadf2b86df0
- Ingeniería Web  
UNIR México  
August 2022  
Credential ID: da40be37-fd75-49ba-a211-010936d62942
- Diplomado en Soft Skills y Habilidades Directivas  
Universidad Internacional de la Rioja - España  
June 2022  
Credential ID: 521c5782-775c-4ad4-8d9a-9d5eb14c4e19
- Certificación en Linux  
Mastermind  
February 2022  
Credential ID: e53202cf132f4b0fbbdaf91cf8de9607