

**Luis Carlos Gallardo Ramirez**

*IT System Administrator*

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** Work Experience**

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## Technical Support Professional - System Administrator

IBM  
November 2022 - Present  
Guadalajara, Jalisco

- 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

- 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

- 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

- 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

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

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** 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  
 Software Engineering & Computer Systems  
 Universidad de la Rioja  
 January 2022 - August 2023  
 La Rioja, Spain

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** 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