Manuel Maxera

Buenos Aires, Argentina · linkedin.com/in/manuelmaxera · +54 116711 - 4273 · manuelmaxerapro@gmail.com

Versatile IT professional with a progressive career spanning helpdesk support, Unix system administration, and cloud engineering, now pivoting towards software engineering. Leveraging a strong foundation in technical problem-solving, infrastructure management, and automation to bring a unique perspective to software development. Experienced in optimizing systems, implementing monitoring solutions, and driving operational efficiencies, with skills that translate directly to creating robust, scalable software solutions. Passionate about emerging technologies and continuously expanding coding skills, eager to contribute a diverse IT background to innovative software development projects.

PROFESSIONAL EXPERIENCE

Avature   **Buenos Aires, Argentina**
Cloud Engineer   *March 2022–Current*

- Led critical cloud infrastructure operations, including server provisioning, decommissioning, and configuration management across multiple cloud platforms and Linux environments
- Managed on-call rotations, ensuring rapid response to and resolution of critical infrastructure issues
- Spearheaded proactive monitoring initiatives, collaborating with cross-functional teams to implement and optimize alerting systems, significantly improving infrastructure reliability and availability
- Designed and implemented a refined alarm severity system, drastically reducing false positives and enabling more efficient crisis management
- Initiated and drove the adoption of a team-owned alarm routing system, enhancing accountability and response times by aligning alerts with infrastructure ownership
- Developed and executed automation strategies using scripting and workflow tools, streamlining operations and reducing manual interventions
- Acted as a technical enabler, working closely with various teams to enhance their monitoring capabilities and infrastructure reliability
- Continuously optimized on-call processes, minimizing team burden while maintaining high-quality support

IBM - Kyndryl   **Buenos Aires, Argentina**
Sysadmin Unix   *November 2019–March 2022*

- Administered and maintained a diverse server environment including Linux Red Hat, AIX, and Solaris systems, focusing on capacity planning, server installation, and troubleshooting
- Managed a 24/7 on-call rotation, promptly responding to and resolving critical infrastructure alerts and issues
- Developed and executed daily and scheduled maintenance tasks to optimize and improve existing infrastructure
- Successfully led server and data migration projects, ensuring minimal downtime and data integrity
- Performed server software installations and upgrades, maintaining system security and performance
- Provided technical assistance and guidance to on-site datacenter staff, enhancing overall operational efficiency
- Implemented an Ansible-based automation solution across multiple servers, significantly reducing manual ticket resolution time for specific issues

IBM   **Buenos Aires, Argentina**
Helpdesk   *January–November 2019*

- Provided comprehensive technical support to customers via multiple channels (phone, chat, email), troubleshooting and resolving application and computer issues across Linux, Windows, and Mac systems
- Utilized remote access tools to efficiently diagnose and fix software problems, demonstrating adaptability across diverse operating systems
- Improved support efficiency by reducing average call resolution time and decreasing call abandonment rates
- Increased overall customer service capacity, resulting in a higher number of users served

EDUCATION

UNIVERSIDAD de BUENOS AIRES   **Buenos Aires, Argentina**
Computer Science   *March 2017*
Incomplete

SKILLS

Lenguajes/Herramientas/Frameworks/Conceptos:
- Java, Javascript, Python, SQL
- SpringBoot, React, Tailwind
- Grafana, Docker, Linux, AWS, Git, Prometheus

PROJECTS

EXERCISM - JAVA TRACK MAINTAINER
- Maintain and enhance Java track for global programming learning platform
- Develop new exercises and smart analyzers for automated student feedback
- Update documentation, tests, and learning concepts
- Collaborate with international team to improve platform quality
- Contribute to widely-used open-source educational resource

VBNB LISTING APP
- Developed a full-stack property listing application using Java Spring Boot (backend) and React with Vite (frontend)
- Implemented microservices architecture with Docker containerization for scalability
- Designed RESTful API with endpoints for user management, listings, reservations, and ratings
- Integrated JWT authentication and role-based authorization
- Utilized PostgreSQL for data persistence and external services (Cloudinary, Gmail SMTP)
- Developed advanced search functionality and user engagement features (favorites, ratings)

LANGUAGES

Spanish: Native language
English: Intermediate (B1)
Italian: Elementary (A2)