

# MARCOS RUIZ

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## ABOUT ME

As a tech professional with over a decade of experience across system monitoring, ITO service delivery, IT infrastructure, and field service engineering, I've developed a broad skill set across multiple areas of IT. Two years ago, I transitioned into software as an application support engineer, where I've refined my troubleshooting and problem-solving abilities. Currently, I'm pursuing a software development bootcamp to advance my career in software engineering and development. I'm eager to leverage my technical expertise and hands-on experience to build innovative solutions and excited to apply my diverse technical background and commitment to continuous learning in the next chapter of my career.

## EDUCATION

Full Stack Web Development  
(Level 6)  
*Dev Academy Aotearoa*  
2024 (In Progress)

Information and Communication  
Technology Operations and Support  
(Level 7)  
*Tasman International Academies*  
2020 – 2021 (Completed)

## CERTIFICATIONS

ITIL Foundation Certificate in ITSM

## COURSES

Cloud Computing  
*Google Activate*

Microsoft Azure Administrator Course  
*Microsoft Learn*

PHP, MySQL & E-Commerce  
*Universidad Tecnológica Nacional*

Development and Programming of Web  
Pages *Universidad Tecnológica Nacional*

Software Controls  
*Universidad Tecnológica Nacional*

## SKILLS

Incident Management  
Configuration Management  
System Monitoring  
Observability  
Technical Support  
IT Operations

## EXPERIENCE

### APPLICATION SUPPORT ENGINEER at FLUX FEDERATION

Apr 2022 - Present

- Triage incidents, identify root causes and determine potential fixes before escalating to Developer Teams for resolution.
- Perform data fixes and minor code changes to resolve low and medium priority incidents and to complete service requests.
- Develop and configure monitoring dashboards and alerts to ensure real-time observability into the performance and health of services and jobs.
- Test changes before deployment to ensure stability and minimize risk to production environments.
- Generate reports and analyze data to provide insights into system performance and to detect incidents and alert trends.

### FIELD SERVICES ENGINEER at DDS IT

Dec 2019 - Oct 2020

- Worked as a Field Services Engineer on a Multi Factor Authentication (MFA) project at Air New Zealand, providing technical support and guidance to users during registration sessions. Collaborated with cross-functional teams to resolve MFA-related issues.
- Triaged IT incidents and service requests at the Service Desk, addressing a wide range of technical issues including hardware, networking, applications, operating systems, DNS, and Active Directory.

### ITO SERVICE DELIVERY LEAD at DXC TECHNOLOGY

Jan 2018 - Jul 2019

- Ensured incidents were handled and resolved within SLAs, conducting audits of incident reports to ensure proper documentation and closure.
- Participated in client meetings to review major incident root causes, processes, and service levels, identifying improvement opportunities and defining action plans.
- Created and maintained operational and technical documentation to ensure adherence to agreed procedures and client requirements.
- Analyzed alerts and incident tickets to identify patterns and trends for Problem Management initiatives, implementing Runbook Automation Solutions to address recurrent alerts.
- Developed interactive analytics applications and dashboards using Qlik and Power BI for internal teams and clients, facilitating visualization of events and incidents.
- Identified improvement opportunities through performance reports and metrics analysis, and developed RPA jobs for repetitive operational tasks to enhance productivity and reduce human error.

### ITO SERVICE DELIVERY CONSULTANT at DXC TECHNOLOGY

Mar 2014 - Jan 2018

- Monitored system management consoles across testing, staging, and production environments, ensuring the stability and performance of critical systems and applications.
- Utilized HP Server Automation, SSH, and RDP to troubleshoot issues on Unix and Wintel servers, diagnosing and resolving technical problems to minimize downtime and ensure smooth operation.

Service Delivery  
Analytics  
Robotics Process Automation  
Documentation

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TOOLS & TECHNOLOGIES

Azure · AWS  
ServiceNow · Jira  
Splunk · Dynatrace · Grafana · Raygun  
Windows · MacOS · Unix · Linux  
Confluence · SharePoint ·  
Qlik · Power BI · Looker Studio  
Active Directory  
WinAutomation · Automation Anywhere  
PowerShell · JavaScript · SQL · Ruby  
TypeScript · React  
Visual Studio Code · RubyMine

- Collaborated with various teams including Wintel and Unix Engineering, Middleware, Applications, and Data Centers to address escalated incidents, coordinating efforts to achieve timely resolution.
- Participated in escalations for high-impact incidents, working closely with CSRs, Tech Leads, and SMTs to mobilize appropriate resources until service was restored.
- Reviewed alert configurations to enhance accuracy and efficiency in identifying and responding to events received on monitoring consoles.

**MONITORING ANALYST** at AUTOBANK Jun 2011 - Mar 2014

- Monitored banking equipment, including ATMs, routers, UPSs, and thermal printers, using remote monitoring systems to ensure availability in accordance with SLA commitments.
- Generated incident and performance reports to identify areas for improvement.
- Escalated issues and alerts to technical service vendors and appropriate authorities, ensuring timely resolution and adherence to SLAs.
- Developed training documents to support the development of team members and end-users.

**HELPDESK SUPPORT ANALYST** at TELEPERFORMANCE Jan 2008 - Mar 2009

- Managed in-bound calls from customers experiencing ADSL technical issues, providing assistance and troubleshooting guidance for a range of common problems including sync issues, authentication errors, speed issues, and wireless connectivity issues.
- Assisted customers with configuring email clients, Wi-Fi and LAN network settings, DNS configuration, and router installation, ensuring they could effectively utilize their ADSL connections.
- Escalated complex or unresolved issues to higher support levels for further investigation, coordinating with specialized teams or creating escalation tickets as needed.

References available on request