

Abraham Sánchez C.

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Professional Profile

IT Professional with 18 years of experience, specializing in comprehensive IT infrastructure management, operational continuity, and the resilience of critical services.

My career focuses on IT Service Continuity Management (ITSCM), with a particular emphasis on:

- Disaster Recovery (DR) and Business Continuity (BC) strategies.
- Critical Systems and Server Management: Solid technical foundation in Windows Server and Linux Server administration.
- Proven track record in the design, implementation, and management of redundant network architectures, as well as the migration of critical services to the cloud.
- Ability to critically evaluate IT service providers, ensure Service Level Agreement (SLA) compliance, and identify and mitigate risks to guarantee operational stability and efficiency.



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Professional Profile

Systems Manager | Tejas El Águila | León, Guanajuato, México | www.tejaselaguila.com

Responsibilities:

-  Creation of the IT Department Design, implementation, and overall management of the systems area from the ground up.
-  Design, implementation, and maintenance of data and voice networks Management of TCP/IP (v6) protocols over fiber optic and copper physical media.
-  Configuration and maintenance of network infrastructure Hands-on management of HPE switches, UniFi deployments, and IoT devices.
-  Implementation and maintenance of AlmaLinux 8-9 Servers Deployment and administration of enterprise-grade Linux environments.
-  Implementation and maintenance of Windows Server 2022 Direct administration of modern Windows server-side infrastructure.
-  Management of Windows licensing Ensuring compliance and proper allocation for both client workstations and servers.
-  Third-party software license management Supervision and renewal of diverse application portfolios for business operations.
-  Administration and maintenance of Microsoft 365 services Cloud-based email management and collaboration suite oversight.
-  Domain and web hosting administration Strategic management of web assets and external hosting provider relationships.
-  Software configuration for client devices Deployment and optimization of systems for Windows and macOS users.
-  Hardware maintenance for client devices Technical support and repair for Windows and macOS hardware assets.
-  Management of corporate Wi-Fi networks Ensuring seamless and stable wireless connectivity across the company.
-  Voice and data network security Hardening and protection of industrial-operational and administrative environments.
-  End-user support and troubleshooting Direct technical assistance and resolution of incidents for all staff members.



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-  — **IT Procurement Management** I led the complete acquisition process for computing equipment (laptops, desktops, and servers) from companies such as Dell, Lenovo, and Apple, selecting hardware based on specific project requirements. I directly managed negotiations, quoting, and purchasing with vendors to optimize costs and eliminate intermediaries.
-  — **Network Infrastructure Design and Implementation** I directed the design and implementation of the company's voice and data network, following TIA-568 standards for the migration from Cat 5e to 6a. The project was successful in establishing a fiber optic redundancy ring.
-  — **Web Hosting and Email Services Administration** For 17 years, I managed hosting and email services with a U.S.-based provider. I was responsible for the administration of 3 websites and 65 email accounts, ensuring an optimal service-to-cost-benefit ratio.
-  — **Cloud Migration Project Leadership** I planned and executed the migration of email accounts from Dreamhost to Microsoft 365 through ALESTRA. I personally handled the complete configuration and migration, avoiding additional provider fees while ensuring a successful process with zero downtime.
-  — **Strategic Telecom Services Procurement** Following a comprehensive evaluation, I selected ALESTRA as the symmetric internet provider for the plant. This strategic decision to implement microwave service resolved recurring connectivity issues caused by cable theft, establishing a stable foundation for future implementations.
-  — **IP Telephony (VoIP) Implementation** I led the migration of analog lines from TELMEX to a hosted VoIP solution. Leveraging the symmetric internet infrastructure, I configured internal networks with load balancing to guarantee service quality, achieving both a technological upgrade and operational savings.
-  — **IT Administration and Support in Educational Environments** I managed the IT infrastructure for a non-profit association funded by the company (Academia Renacimiento). I designed and implemented a 10 Gbps fiber optic LAN for the rectory, 8 classrooms, and an auditorium, utilizing UniFi antennas and switches along with Apple equipment to ensure high-speed connectivity and robust technical support.



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Skills and Competencies

Strategic Management & Leadership

- **IT Lifecycle Management:** Planning, procurement, implementation, and retirement of technological assets.
- **IT Governance & Frameworks:** Solid knowledge of **ITIL v4** (Incident, Change, and Problem Management) and **COBIT**.
- **Vendor Management & Negotiation:** Direct experience dealing with partners (Dell, Apple, Alestra, etc.) and budget optimization (**OPEX/CAPEX**).
- **Business Continuity Management (BCM):** Design and execution of Disaster Recovery Plans (**DRP**) and high availability solutions.
- **Project Leadership (PMO):** Project management using Agile or Waterfall methodologies for critical migrations.

Infrastructure & Systems (Technical Core)

- **Multi-platform Administration:** Advanced management of hybrid environments including **Windows Server**(AD, GPO, DNS) and **Linux** distributions (CentOS, Ubuntu, Debian).
- **Virtualization & Cloud:** Proficiency in Oracle VirtualBox, Hyper-V, and migrations to hybrid clouds (**Microsoft 365**, **Azure**).
- **Systems Hardening:** Application of security policies and vulnerability remediation across OS and services.
- **Automation & Scripting:** Development of scripts for routine task automation using **Bash** and **PowerShell**.

Networking & Connectivity

- **Network Topology Design:** Implementation of LAN/WAN networks based on **TIA-568** standards and redundancy via fiber optic rings.
- **Perimeter Security:** Configuration of Firewalls, VPNs, and network segmentation (**VLANs**) to isolate industrial-operational from administrative environments.
- **Telecommunications & VoIP:** Management of symmetric links, microwave links, and migration from analog telephony to **VoIP** solutions.
- **Wireless Ecosystems:** Administration of high-density Wi-Fi networks (e.g., **Ubiquiti UniFi**) in corporate and educational settings.

Security & Compliance

- **Operational Cybersecurity:** Implementation of Antivirus/EDR solutions, **Patch Management**, and security auditing.
- **Backup & Recovery:** Execution of **3-2-1 backup strategies** to ensure data integrity against ransomware attacks.



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Education / Languages

 Electronics and Telecommunications Engineering

Universidad La Salle Bajío, A.C. |  JUL 17 2007

Español – Nativo 

Inglés – B1+ / B2 

