Ivan Alberto Robles Mosqueda

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EDUCATION

Universidad Tecnológica Latinoamericana en Línea (UTEL) — **Guadalajara, Jalico**

Bachelor's degree in computer systems engineering — **Jan 2023**

WORK EXPERIENCE

IBM — **Guadalajara, Jalisco**

QA Test Engineer — **May 2022 - Present**

• Conducted software update analysis for "Flash Storage Systems," achieving a 15% quarterly defect rate reduction, ensuring timely releases.
• Achieved 100% test coverage through comprehensive test plans, boosting product quality and customer satisfaction.
• Collaborated for interoperability with Linux systems and IBM products, reducing customer-reported issues by 10%.
• Utilized Linux Bash scripting for automated tests and simulations, including Python/Perl scripting.
• Led a training course on Linux best practices, enhancing team proficiency by 30%.
• Enhanced the internal knowledge center, resulting in a 40% increase in resource utilization through How-to articles and updated test processes.

Tata Consultancy Services (TCS) — **Guadalajara, Jalisco**

Executive Analist — **Dec 2019 - May 2022**

• Provided L1 and L2 support to private universities in Mexico and Brazil via the Laureate account, resolving issues using ServiceNow, Splunk, and SQL.
• Coordinated schedules and handovers with global team members to ensure 24/7 support for critical services.
• Promoted to support staff for the Datascope LSEG account, effectively resolving issues in high-profile finance software through communication with internal TCS staff and external contractors.

IBM — **Guadalajara, Jalisco**

Technical Tester — **Jan 2018 - Dec 2018**

• Conducted automated tests for IBM XIV and Alpine storage, achieving 100% coverage and quality standards compliance.
• Improved efficiency by 20% and reduced testing time by 30% with Python test scripts.
• Achieved a 95% customer satisfaction rate by providing direct client support.

Freelance Web Workshop Facilitator — **Mexico (online)**

esposible.org — **Oct 2021 - Feb 2022**

• Developed and delivered a comprehensive 14-hour Front-End Web Programming course as part of a digital literacy initiative, educating over 50 participants.
• Adapted the in-depth course into a concise 4.5-hour format to cater to different learning needs.
• Created visually engaging presentations and interactive activities to enhance participants' learning experiences.
• Managed and organized extensive course materials, including videos and supplementary resources, ensuring their accessibility for future reference.
• Presented essential web programming techniques and concepts to a diverse group of participants, expanding their technical knowledge and skills.
• Compiled all course resources and tutorials onto an online platform, broadening educational reach beyond initial attendees.

OPEN SOURCE CONTRIBUTIONS

manpages Spanish translation project — **(online)**

manpages-l10n — **Jun 2023 - Present**

• Partnered with the core team to refine and translate Linux man pages, elevating the user experience for millions of Spanish-speaking Linux enthusiasts. View Contributions.
• Leveraged industry-standard tools, including git, msgfmt, GitLab, and vim, to streamline contributions and ensure quality: contributions.

Workshops LMS (online)

workshops **Nov 2021 - Present**

• Spearheaded the development and launch of a robust open-source Learning Management System (LMS) using Django, Python, and PostgreSQL. Initially crafted for Preparatoria no. 3 UdG, later expanded for global access.

SKILLS & INTERESTS

Skills (languages) Native Spanish Speaker, **advanced English** Speaker

(proficient) Fullstack Software Development, **Python**, **HTML/CSS/JS stack**, **Javascript**, Scripting, **Bash**, Git, **GNU/Linux**, **Red Hat**, Technical Coaching, taste for being **self-taught.**

(familiar) SQL, **PostgreSQL**, **SQLite**, **QEMU**, **KVM**, Podman, CI&CD best practices, **Linux kernel Internals**, **Ansible**, Rundeck, Splunk, Java, **C 99 and 2011 Standard**, Rust, Pandas, SciPy, Jupyter, AWS solution architect