# Ivan Robles

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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 – Aug 2023**

• I achieved 100% test coverage through comprehensive test plans, boosting product quality and customer satisfaction.
• I collaborated for interoperability with Linux systems and IBM products, reducing customer-reported issues by 10%.
• I utilized Linux Bash scripting for automated tests and simulations, including Python/Perl scripting.
• I led a training course on Linux best practices, enhancing team proficiency by 30%.
• I 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 Analyst*      **Dec 2019 - May 2022**

• I provided L1 and L2 support to private universities in Mexico and Brazil via the Laureate account, resolving issues using ServiceNow, Splunk, and SQL.
• I coordinated schedules and handovers with global team members to ensure 24/7 support for critical services.
• I was promoted as 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**

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

## FREELANCE EXPERIENCE

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

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

• I developed and delivered a comprehensive 14-hour Front-End Web Programming course as part of a digital literacy initiative, educating over 50 participants.
• I adapted the in-depth course into a concise 4.5-hour format to cater to different learning needs.
• I created visually engaging presentations and interactive activities to enhance participants' learning experiences.
• I managed and organized extensive course materials, including videos and supplementary resources, ensuring their accessibility for future reference.
• I presented essential web programming techniques and concepts to a diverse group of participants, expanding their technical knowledge and skills.
• I 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**

• I 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.

• I leveraged industry-standard tools, including git, msgfmt, GitLab, and vim, to streamline contributions and ensure quality: [contributions](#).

**Workshops LMS**                                                    **(online)**

**workshops**                                                         **Nov 2021**

• I 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

- **Languages**
    - Spanish Native
    - English C1 equivalent
- **Programming Languages with more expertise but not limited to:**
    - **Python**, this includes:
        - Django
        - FastAPI
        - Pandas
        - SciPy
    - **Vanilla ES6 Javascript (this includes Nodejs and Front End)**
        - Alpinejs
        - Jquery
        - HTMX
        - HTML & CSS
    - **Linux Shell Scripting, this includes:**
        - Bash
        - Cshell
        - Zsh
        - AWK
    - **C Language (for Linux kernel development, intermediate)**
    - **Go (basic)**
    - **Java (standard, enterprise and OpenJDK editions, basic)**
- **Technologies in general**
    - **Operative Systems**
        - **GNU/Linux & Unix-like SOs, this includes:**
            - LVM
            - QEMU/KVM emulation
            - Podman & Docker Containers
            - Red Hat 7/8/9, Suse 21, Ubuntu 23, ArchLinux, CentOS
            - OpenBSD (basic)
            - AIX (basic)
        - **Windows XP/07/10 and 2010 server (intermediate)**
        - **MacOS ( Ventura )**
    - **Databases**
        - Postgresql
        - SQLite
        - Standard SQL (language)
    - **Networking protocols**
        - TCP/IP stack
        - Ethernet
        - Fibre Channel
        - iSCSI / SCSI
        - NVMe
        - HTTP/S
        - JSON
        - XML
        - ActivityPub (Fediverse)
        - SSH / SCP

- O **Ticket Systems**
  - Confluence Jira
  - ServiceNow
  - Github Issue tracking
  - Bugzilla (basic)
- O **Miscellaneous**
  - **Git , this includes:**
    - Gerrit
    - Git Web
    - Github
    - Gitlab
  - **Code Editors**
    - Visual Studio (Open Source)
    - Vim
    - Geany
  - **GIMP**
  - **Microsoft Office 365**
  - **LibreOffice**



THE **LINUX** FOUNDATION

The Linux Foundation hereby certifies that

Ivan Robles

has successfully completed

A Beginner's Guide to Linux Kernel Development (LFD103)

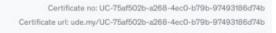TIMOTHY SEREWICZ,
TRAINING PROGRAM DIRECTOR

October 31, 2023
DATE OF COMPLETION

LF-ziwx7nm5w2
CERTIFICATE ID NUMBER

# udemy

**CERTIFICATE OF COMPLETION**

# Linux Redhat Certified System Administrator (RHCSA - EX200)

Instructors **Imran Afzal**

# Ivan Alberto Robles Mosqueda

Date **May 14, 2023**
Length **14 total hours**