

## Ramón Solís

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## Professional Experience

T-Systems

March 2019 - Present

### Application Specialist

Role Overview: In charge of the team providing second level support to Daimler AG in Americas, Japan and South Korean territory acting as the link between the customer, Developers and the Applications team.

As a second level support specialist, I keep track and execute plans to update the day to day changes required by the Development team in order to maintain and improve the service for all American continent, and Japan and South Korea countries.

This implies from solving the simplest of the tasks; a semi-automated execution of an update or a script to automate a process otherwise manual, to the most complex one; analytical research to fix incidents happening in any of the available environments, from test to production.

Another of my duties is to coordinate with Linux (OS) and Telecommunications teams to either solve issues or improve the infrastructure to deliver the smoothest possible service to the final customers: Mercedes Benz cars users.

Sills Used: Jenkins, Jira, Microservices, SpringBoot, Postgresql, Linux Red Hat, ELK Kibana, DynaTrace, Bash.

Verican

October 2013 – January 2019

### System Administrator

Role Overview: My duties as a SysAdmin were the maintenance and remote support of Physical Servers in a Colocation facility and Virtual Servers on Amazon Web Services.

One of the biggest projects I was involved in as a System Administrator was the migration of our main Application to the Amazon Cloud Computing.

With this project, I was able to save the company thousands of US dollars making it possible to invest in different projects for our customers.

Another of the benefits was that this infrastructure was easier to maintain and scaling also a very convenient and smooth job when needed.

The biggest challenge I've faced during this project was the lack of consistency in the documentation and lack of compatibility of the tools involved with the current Software due to its legacy nature. I sorted this out by spending several hours of testing with automation and virtualization tools, and my strong background in Unix-like OSes.

My day to day duties within this role consisted of keeping track of the operation and all of its processes working as expected; logs and data archiving, monitoring and adjustments of resources as the infrastructure was growing, applying security patches related to 3rd party software vulnerabilities and in very rare cases OS updates, write scripts to automate jobs like the archiving, customized reports for the Finance department for performance analysis and for some of the customers who required customized reports of their activity.

In another project, I created the setup of Telemarketing Campaigns for different customers in the US, from having the data ready to use by the Telemarketing Department or Predictive Campaigns, to getting all kinds of reports and solutions to improve the quality of these Campaigns by working with Data Analysis Specialists and the Finance department.

Skills Used: AWS (EC2, S3, CloudFront, Route 53), Vagrant, Chef, VirtualBox, RedHat, CentOS, Apache HTTP Server, Apache Tomcat, Nagios, Perl, Ruby, Bash, PHP, MySQL, OpenX, Postfix, IPTables, Asterisk, Webmin, ViciDial, fail2ban, Cron, SSL Certificates and Domains management.

## **Software Developer**

Role Overview: I was in charge of maintaining the backend and frontend of an Online Marketplace System, which is being thoroughly used by our 100+ customers in the Newspaper Industry all over the world. In this System, the readership of our customers have the ability to place Classified Ads, Display Ads, Subscriptions and different types of orders for Newspapers and Periodicals publications.

I also migrated and set up different CMS-based websites for some of our customers and our own websites as well.

The last project I was involved into is an Android-based System to synchronize video files from a given Cloud storage service (Dropbox) and a GUI to play these videos on a Web Browser in multiple local Businesses in the city of Hemet, CA.

Skills Used: Java, JSP, Spring, XML, PostgreSQL, IntelliJIDEA, PHP, MySQL, CVS, HTML, CSS, Bootstrap, JavaScript/JQuery, SugarCRM, Wordpress, Joomla, Xoops, Android Studio, Linear Publishing.

## **IT Specialist**

Role Overview: Provide support to the technologies used by all the personnel in our 4 offices.

I was in charge of the design and implementation of our local Network, which includes PCs, Printers, Surveillance Cameras, Time Clock and VoIP devices as well.

I also implemented the process of preparing our subscribers data that USPS needs for newspapers delivery for some of our customers.

Skills Used: VoIP Web management interface (8x8), Google Admin, Network equipment, CASS Mailing, AccuZip.

Travalex S.A. de C.V.  
January 2013 - June 2013

## **Web Developer**

Role Overview: I created a System to manage the data that customers provided to the company. The main functionality was to create alerts and reports based on the data submitted by the customers through a Web-based User Interface, filtering those records that don't meet the Chief Compliance Officer's criteria and sending email notifications of such irregular activity to the Compliance department.

I was in charge of the re-design and coding of the company's website too:  
<http://www.travalexsa.com/>

Skills Used: PHP, Apache, MySQL, PHPExcel, PHPMailer, Cron, HTML, CSS, JQuery, Ajax.

Telnor S.A. de C.V.  
January 2012 - September 2012

## **Engineering Team Intern**

Role Overview: Fix and improve the UI of a System designed to create Predictive Campaigns based on customers' requests. The main challenge was to get rid of the lag on the creation of Campaigns by pre-processing the data with scripts outside of the core system.

Skills Used: Bash, Perl, PHP, Cron, HTML, CSS, JQuery, Ajax.

## Education

### **Instituto Tecnológico de Tijuana**

August 2007 - June 2012

Ingeniería en Sistemas Computacionales (Computer Systems Engineering)

## About

I'm an Open Source and Linux enthusiast -- been using it for more than 10 years in both personal and professional environments. I also enjoy music, photography and electronics a lot.

Languages:

- Spanish: Native.
- English: Fluent (speaking, reading, writing).
- German: Basic (speaking, reading, writing).