



# Mauricio Diaz

DEVOPS ENGINEER

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## About

Hello! I am Mauricio Diaz. DevOps Engineer

Experienced System Administrator with solid skills in Windows and Linux environments, network services, virtualization technologies, role-based access management and system security. Curious by nature, practical and agile. Responsible and ethical.

## Basic Information

**AGE:** 44

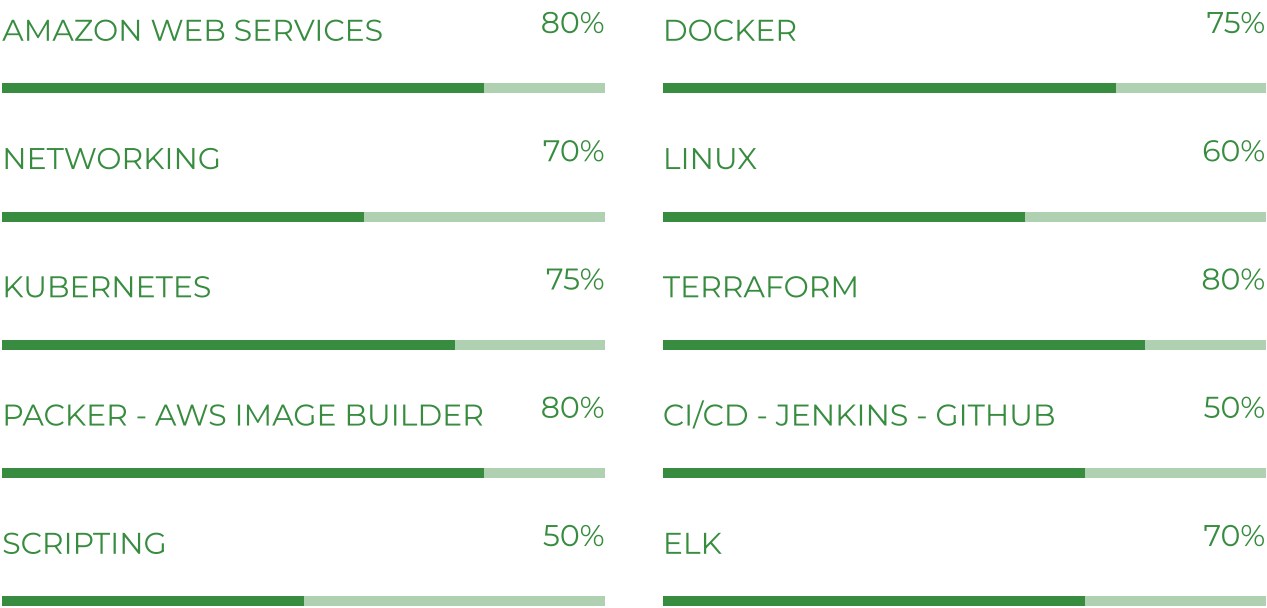
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**LANGUAGE:** English, Spanish

# Professional Skills



# Work Experience

AUG 2022 -  
PRESENT

## DATAART

I provide infrastructure support for cloud-native applications using Kubernetes and Docker in AWS environments. My responsibilities include maintaining CI/CD pipelines, improving deployment automation with GitLab and Terraform, and managing infrastructure as code with Packer and Ansible. I collaborate closely with development teams to ensure infrastructure aligns with software delivery goals and business requirements. I monitor system performance with Datadog, setting up custom dashboards and alerting systems to detect anomalies in real-time. I also handle log centralization and indexing using Elasticsearch, which allows for rapid troubleshooting and system audits. I troubleshoot production issues, implement fixes, and document post-mortem analyses to avoid recurrence. My daily work is driven by agile methodologies, ensuring short feedback cycles and continuous improvement. Additionally, I participate in architecture discussions, contribute to DevOps documentation, and mentor junior engineers. I am actively involved in cloud cost optimization and support secure networking practices through IAM policies and VPC design. My contributions help ensure system stability, developer velocity, and customer satisfaction., Git, Gitlab, Linux, Bash.

JUL 2021 - AUG  
2022

## S1 GATEWAY

### DevOps Engineer

I was responsible for the end-to-end operation of infrastructure and L3 support for core systems. I maintained and evolved Kubernetes clusters and designed automated workflows using Terraform and GitHub Actions. I built and managed Docker images, optimized container performance, and created monitoring pipelines with Datadog to measure uptime and latency. I implemented Elasticsearch clusters for log indexing, enabling full-text search and alerting capabilities. I collaborated with developers and support engineers to resolve incidents, conduct root cause analysis, and reduce MTTR. I contributed to strategic roadmap planning and implemented cost-saving initiatives in AWS. I enforced security policies, automated compliance checks, and managed user access via SSO integrations with Google Workspace. Documentation and knowledge-sharing were central to my role, as I wrote detailed internal guides and participated in training new hires. My work improved infrastructure resilience and enabled faster deployments. I also took part in regular reviews to align DevOps practices with evolving company objectives.

MAR 2020 - MAY  
2021

## RESOLVIT INTERNATI ONAL

In this role, I supported cloud-based infrastructure for enterprise clients across multiple regions. I provisioned environments in AWS using Terraform and automated deployments through GitLab CI. I built containerized services in Docker and deployed them to Kubernetes clusters, ensuring high availability and scaling configurations. I created custom Bash and Python scripts for system automation and health checks. I provided support for Okta SSO integrations to manage identity and access securely. I set up Datadog monitors for infrastructure and application metrics, improving incident detection and alert response. I also implemented Elasticsearch for centralized logging, supporting observability and compliance. I participated in security reviews and worked on hardening systems against known vulnerabilities. I contributed to sprint planning, retrospectives, and daily standups within an agile environment. My work played a crucial role in delivering stable, secure, and scalable infrastructure that empowered development teams.

JUN 2013 - MAR  
2020

## INGRAM MICRO

### System Administrator

I managed the company's internal infrastructure, including datacenter operations, networking, and user support for over 85 employees. My responsibilities included provisioning user access, deploying corporate OS images, and maintaining system backups. I configured mobile devices via Intune and Cisco IP telephony through Unified CM. I maintained and troubleshooted physical and virtual servers, printers, routers, and switches. I participated in IT audits, asset management, and procurement. I implemented monitoring systems using Nagios and later migrated part of the monitoring to Datadog for improved visualization. I also experimented with Elasticsearch for indexing user logs and enhancing forensic analysis. I worked closely with teams in other regions to ensure alignment on security and compliance policies. My documentation efforts helped onboard new team members and served as a foundation for knowledge base articles. This role helped me develop a solid foundation in infrastructure operations and teamwork.

FEB 2013 - JUN  
2013

## HYNET S.A

I was responsible for the administration, configuration, and deployment of Application Delivery Network solutions, including Blue Coat, Riverbed, and Juniper appliances. I implemented and fine-tuned WAN optimization strategies to improve connectivity between branch offices and data centers. I collaborated with infrastructure and security teams to deploy secure web gateways and enhance browsing control. My role included the deployment and advanced configuration of forward and reverse proxies across corporate environments. I supported the troubleshooting and escalation of critical incidents related to traffic shaping, proxy chaining, and SSL inspection. I also developed technical documentation and procedures for appliance configuration, high availability, and performance tuning. I worked closely with remote teams to implement centralized logging and real-time monitoring for network traffic. I conducted capacity planning and performance analysis to ensure service levels under peak usage. I participated in the rollout of network segmentation and policy enforcement based on user profiles. This position gave me strong exposure to enterprise-grade web acceleration and security platforms, and sharpened my diagnostic skills in complex, multi-site environments.

MAR 2011 - JUN  
2013

## SYMANTEC

I provided remote technical support for Backup Exec to enterprise clients across the United States. My daily tasks included diagnosing and resolving complex backup and restore issues on Windows, Linux, and VMware platforms. I guided customers through installation, configuration, and patching procedures, ensuring minimal disruption to their operations. I collaborated with tier 2 and engineering teams to escalate and solve high-priority incidents. I regularly analyzed backup logs and event data to identify root causes and prevent data loss. I also provided guidance on disaster recovery strategies and helped optimize backup windows based on business requirements. My role involved documenting each case thoroughly and contributing to the internal knowledge base for faster resolutions. I maintained high CSAT scores by ensuring clear communication and consistent follow-ups with clients. I trained new team members on troubleshooting procedures and tool usage. This role strengthened my customer-facing communication skills and deepened my knowledge of enterprise backup solutions and storage architecture.

APR 2009 - MAR  
2011

## NEXT LATINOAM ERICA

### Customer Care Representative

I was responsible for providing RMA (Return Merchandise Authorization) support to clients in the UK and various European countries. My tasks included validating warranty status, authorizing returns, and coordinating replacements or repairs in compliance with company policies. I acted as the main point of contact for customers experiencing product issues, ensuring clear communication and efficient resolution. I maintained detailed case records using the company's CRM system and tracked each case from initiation to closure. I collaborated with logistics and warehouse teams to monitor return shipments and ensure timely processing. I translated technical and procedural information for non-English-speaking clients when necessary. I regularly handled customer escalations with professionalism and empathy, always seeking a satisfactory outcome. I contributed to the optimization of RMA workflows by suggesting process improvements that reduced turnaround times. I also created templates for common customer inquiries to improve response efficiency. This role strengthened my skills in cross-cultural communication, problem-solving, and client satisfaction management.

MAR 2005 - MAR  
2009

## SENTRY MUSIC

I was responsible for managing both sales operations and inventory in a dynamic music retail environment. I advised customers on musical instruments, audio equipment, and accessories, tailoring recommendations to their needs and budget. I handled daily cash operations, processed credit transactions, and balanced registers at closing. I managed supplier relationships, restocked merchandise, and ensured optimal inventory levels based on seasonal demand and sales trends. I coordinated product displays and promotional offers to boost visibility and increase foot traffic. I introduced basic troubleshooting and maintenance services for common equipment issues, helping reduce product returns. I kept detailed records of inventory using internal systems and updated product catalogs. I trained new hires on sales procedures, customer service, and POS usage. I also participated in monthly sales planning meetings and exceeded individual sales targets on several occasions. Working in a music-centered environment also allowed me to stay close to my passion, providing a unique combination of professional growth and personal fulfillment.

MAR 2001 - DEC  
2004

## PUBLIC SCHOOLS

### English Teacher

I worked in different public elementary and secondary schools in BA.

## Education

2019

## Technical Course

### EDUCACIÓN IT

Linux Operator - Linux Administrator - Python Programming -  
Linux Advanced Hosting Administrator - Linux Networking - .Linux  
Security: Server Hacking.

2012

## Certificatio n

### Cisco Certified Network Associate (CCNA)

#### FUNDACIÓN PROYDESA

CCNA Routing and Switching is for Network Specialists, Network Administrators, and Network Support Engineers with 1-3 years of experience. The CCNA Routing and Switching validates the ability to install, configure, operate, and troubleshoot medium-size routed and switched networks.

2012

## Teacher Training Colleague

### English teacher

INSTITUTO SUPERIOR DE FORMACIÓN DOCENTE N° 24 DE  
BERNAL

## Latest Courses





# Apache Kafka Deep Dive

LINUX  
ACADEMY -  
NOVEMBER  
2020

Apache Kafka es un sistema de mensajería de publicación/suscripción con muchas configuraciones avanzadas. Este curso lo lleva a través de todas esas configuraciones y más, lo que le permite descubrir corredores, consumidores, productores y temas. Podrá crear su propio clúster de Kafka utilizando servidores de Linux Academy, lo que le ayudará a comprender y le proporcionará ejemplos del mundo real. ¡Desata el poder de Apache Kafka en este curso y descubre este mundo de sistemas de mensajería distribuida!



## Contact Me

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