



## Contact

3313578846 (Mobile)  
vanguard9417@gmail.com

## Main Competences

IT Support  
Reporting  
Scripting  
Server Maintenance  
Customer Service

## Languages

Español (Native)  
English (Professional Use)  
French (Limited Reading and writing)  
German (Limited Reading)

## Tech Skills

JavaScript (2 years)  
Docker (3 years)  
Helm (2 year)  
Ansible (3 Years)  
Terraform (6 Months)  
Linux (8 years)  
Azure (1 Years)  
GCP (3 Years)  
AWS (3 Years)  
Windows Server (6 years)  
SQL (4 years)  
HTML (2 years)  
XML (1 year)  
VMWare (6 years)  
Kubernetes (3 years)  
Python (2.5 years)  
Puppet (6 months)  
Chef (6 months)  
React (6 months)  
PowerBi (6 months)

# Juan Manuel Cortes Martínez

Sysadmin & Infrastructure Engineer

Guadalajara Area, México

Repository <https://github.com/Vanguard94-RR>

## Experience

Clariss International México (Project based, Outsourced to Centro Nacional de Inteligencia and Rackspace Technology)

System Administration and Infrastructure Engineer

November de 2021 - Present

México City

- On premises Kubernetes HA cluster deployment
- Creation, deployment & support of HA Docker containerized images
- Helm scripting for HA application deployment (Redis, Meilisearch, Minio, Timescale, CFSSL, Longhorn & CEPH storage deployment)
- Automation for multi-server deployment (Ansible)
- Docker support for application deployment
- Terraform & Puppet Scripting for IaC Maintenance
- Odoo deployment and back-end support (HTML, XML, Python, SQL, Docker)
- Internal Web Service support (Apache, React)
- AWS EC2, Route 53, S3, EKS, ECS device administration
- ServiceNow Ticket administration
- ESXi device operation & maintenance
- Grafana & Prometheus Monitoring Deployment
- F5 Load Balancer administration
- DNS & LDAP configuration and management
- GSuite and Office365 support for >150 users

Clariss International México Project based, (Outsourced to Bayer de México)

IT Maintenance Analyst

January de 2020 – November 2021

Zapopan, Jalisco México

- SAP PM/MM/FI Level 2 support (Key user, User training & Documentation)
- Jira based Ticket Management
- OpenShift application deployment support
- Huawei Cloud storage device administration
- ESXi, VMware device management
- AWS Device Pilot for IOT data acquisition (Production line support)
- Bash Scripting for activity automation and server maintenance
- GCP (GKE) Device deployment and administration
- Terraform IaC Deployment (K8s, LB, DeviceFarm)
- Jenkins Pipeline Support
- Load Balancer Configuration and administration
- Odoo back-end support (HTML, XML, Python, SQL, Docker)
- Internal Web Service support (HTML, JavaScript, TypeScript, React)
- Azure Device administration and maintenance
- Python scripting for maintenance automation
- Device Administration (Windows, Mac, Linux)
- Ansible for automation of on-premises DataCenter activities

## Ipsu Mexico (Outsourced to Bayer de México)

### IT Maintenance Analyst

December de 2017 – January 2020 (2 years)

El Salto, Jalisco Mexico

- Engaged in supporting users on desktops, mobile, handheld devices, desktop applications, web applications. (Windows Based, Linux based)
- Ticket Management
- Responsible for Virtualization (VMWare, Esxi) and Permissions on Vpn
- Areca Backup and Flyback for Linux terminals
- F5 and Fortinet devices administration
- Chef based Infrastructure management
- Active Directory and LDAP administration
- RedHat/CentOS server installation and support for 47 in-home users.
- Query creation and reporting for SQL Server 2014 (Windows server 2008 based)
- KPI tracking reporting
- Python Data Reporting (Pandas, Matplotlib, Statistics)
- Python support and debugging for Internal reporting system (Home-made)

## Fábrica de Papel San Francisco S.A. de C.V.

### Maintenance Technical Data Engineer

November de 2013 - October de 2017 (4 years)

El Salto Jalisco México

- SAP PM/MM Implementation and Roll Out for 3 plants (Key user, User training & Documentation)
- Network installation of Ubuntu terminals (26) for local control of manufacturing processes
- CentOs 6 Server Installation and support for processes control
- Symantec Backup procedures for mfg data in Cent/Os Server
- Python programming for transducer & sensor reading
- SQLite CRUD data base creation for MFG processes
- Query creation and reporting for PM, and MFG
- IT support for Materials & Manufacturing & Maintenance Department (mail, User accounts,
- Installation and deployment of MFG/MM/PM Data Server for Windows Server 2012
- KPI reporting for PM, MM
- Achieved a user satisfaction rating of 4.8/5.0 (7% higher than average); consistently logged and monitored ticket status to ensure fast, quality resolution of every issue.
- Set up secure WiFi, LAN and VoIP networks at remote terminals, leading client/server configuration and performance-tuning of mfg and pm infrastructure.

## Education

Alinnco

-Maestría en Dirección de Proyectos · (August 2021 – On going)

UTZMG

- Ingeniería en Energías Renovables Área Solar/Negocios, (2010 - 2013)
- Técnico Superior Universitario en Energías Renovables Área (2008 - 2010)