



# LUIS ALBERTO CACHO GARCIA

## COMPUTER SYSTEMS ENGINEER WITH CLOUD-NATIVE AND DEVOPS EXPERIENCE

I am passionate about finding solutions to challenging problems that meet everybody's expectations. I am specialized in Cloud Computing, Cloud Native technologies, Systems Automation, and Systems Security.

I have over ten years of experience working with Linux Systems, Automation, and Open Source projects applicable to on-premise, cloud, and hybrid environments. I started my cloud journey back in 2014, providing support for customers in the US and LATAM regions. Working in that position, I developed and maintained close working relationships with our customer's diverse departments, including operators, developers, VPs, and CEOs. After that, I had the opportunity to work as a Security Systems Administrator where I was in charge of the Compliance Assistance processes for the Linux platform, and I implemented/maintained all the automation workflows, built internal tools, and also got the opportunity to be considered as a trusted advisor on all the security hardening process, helping customers to succeed on their security audits. At my current job, I am helping customers in their migration and modernization journey into Cloud-Native solutions and implementing solutions using cloud technologies, design principles, integration points, and automation methods.

I am highly motivated to transit into a sales role as I believe my technical background would provide value to a technical sales role by adding in-depth knowledge in design, building, and maintaining reliable systems, and building a trusted relationship with customers. I am a fast and enthusiastic learner, ready to become a leader in a technical sales position.

### SKILLS

#### Professional Skills

- **Operative Systems:** RHEL, RHCOS, Debian, Ubuntu, AmazonLinux.
- **Hardware:** DELL Servers, HP Servers, SAN, NAS, DAS, RAID, DRAC, ILO, KVM.
- **Cloud Providers:** Rackspace Public Cloud, Amazon Web Services (AWS), VMWare, OpenStack.
- **Programming Languages:** Bash Scripting, Python, Git, GitHub, GitLab, REST APIs; still learning Flask, Golang and Pandas.
- **Application Servers:** Nginx, Apache, MySQL, MariaDB, Redis, Memcache, Varnish, Bind9, Plesk, Nagios, Postfix.
- **DevOps:** Ansible, Molecule, Docker, Podman, Kubernetes, Openshift, Operators, CI/CD, Jenkins, Travis-CI, CircleCI, Terraform, Vagrant, Postman, GitOps, Agile methodology.
- **Networking:** TCP/IP Protocol, OSI Model, Switching, Routing, Subnetting, WAF, IDS, Load Balancer, DNS, FTP, SFTP, SMTP, SNMP, SSH, TFTP, DHCP, NFS.
- **Documentation:** Drawio, Visio, Markdown, Confluence, Jira, Advanced Excel, AsciiDoc, Bugzilla.
- **Other:** SSL Certificates, CDN, LVM.

#### Personal Skills

- Analytical
- Creative Thinking
- Customer Service
- Deliverative
- Input
- Integrity
- Intellection
- Learner
- Organization
- Problem Solving

#### Languages

- Spanish - Native
- English - Fluent

### CERTIFICATIONS

Cloud Native Computing Foundation (CNCF)

- Certified Kubernetes Administrator
- Certified Kubernetes Application Developer

Amazon Web Services (AWS) - AWS-SOA-C01

- AWS Certified SysOps Administrator - Associate

Red Hat - 140-122-987

- Red Hat Certified Architect
- Red Hat Certified Specialist in OpenShift Administration
- Red Hat Certified Specialist in Containers and Kubernetes
- Red Hat Certified Specialist in Ansible Best Practices



## TRAINING

2021

- Red Hat Ansible for Network Automation (DO457)
- Red Hat OpenShift Development II (DO288)
- Red Hat OpenShift Development I (DO101)
- Red Hat OpenShift II (DO280)
- Red Hat OpenShift I (DO180)

2020

- Red Hat Advanced Automation: Ansible Best Practices (DO447)
- Certified Kubernetes Application Developer (CKAD)
- Certified Kubernetes Administrator (CKA)

2019

- Kubernetes Fundamentals (LFS258) – CNCF
- AWS Certified SysOps Administrator Associate

2018

- Red Hat OpenStack Administration II (CL210)
- Red Hat OpenStack Administration I (CL110)
- Complete Python Bootcamp
- DevOps Essentials
- OpenStack Essentials

2017

- Red Hat Automation with Ansible I (DO407)

## EDUCATION

ESCUELA SUPERIOR DE CÓMPUTO (INSTITUTO POLITECNICO NACIONAL)

*Mexico City, Mexico*

BACHELOR ON COMPUTER SYSTEMS ENGINEER

July 2004 - August 2009

## EXPERIENCE

### Red Hat

*San Antonio, TX, USA (Remote)*

#### Senior Container Infrastructure Consultant

*January 2021 – Current*

- Contribute toward customer success on project-based engagements applying new technologies, frameworks, or methodologies to assist in customer's migration and modernization strategies.
- Deliver discovery, analysis, and design workshops for small to medium teams of technical and non-technical backgrounds.
- Implement automated, containerized cloud application platform solutions focusing on infrastructure concerns, including provisioning, high availability, networking, storage, virtualization, operations, security, logging, and monitoring.
- Work closely with product teams, engineering, support, and sales to ensure an excellent customer experience.

### Rackspace Technology

*San Antonio, TX, USA*

#### Security Systems Administrator

*January 2020 – January 2021*

- Continuously perform technical security reviews, vulnerability scans, and guide the customer, and internal teams on how to harden, remediate and implement fixes.
- Perform hardening to Linux systems, based on customer business and security needs as well as the Center of Internet Security (CIS) Benchmarks.
- Develop and maintain File Integrity Monitoring (FIM)/Configuration Security Monitoring (CSM) policies, internal tools and high-quality documentation following Agile methodologies.
- Become a trusted advisor for our customers on all the security hardening workflow.
- Act as the technical liaison between our customers and our internal teams during the pre-sales process.

#### Linux Systems Administrator

*January 2014 – January 2020*

- Provide intermediate/advance systems administration and Fanatical Support (Spanish/English) to our customers via phone, chat and/or via support tickets within response time SLAs.
- Install, configure, update, patch, troubleshoot, recommending solutions, perform capacity planning, performance tuning, implement initiatives, set up alerts, perform maintenances, security hardening and monitoring services for customers systems.
- Collaborates with Customer Success Managers, Business Development Consultants, and Systems Engineers to identify and analyze customer business goals and suggest best practices.
- Act as a support lead, provide mentoring and training on technical topics, and prepare reports, runbooks, and procedures to fellow system administrators and support team members.