

# Ernesto Isaac Marrero Gámez

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## SRE | DevOps | Cloud Engineer

Self-taught, specializing in process optimization through cloud solutions and DevOps practices. With a solid track record implementing and managing infrastructure in Azure and Microsoft 365, I am recognized for my ability to resolve incidents and improve operational efficiency. Proactive and empathetic, I focus on creating secure and scalable technological environments.

### SKILLS

DevOps	Kubernetes	Python
Azure	Docker	Bash
Windows Server	CI/CD	Powershell
Microsoft 365	Seguridad de la información	Git
Linux	Networking	SQL
Project Management		

**Languages:** English C1

### PROFESSIONAL EXPERIENCE

#### Solution Consultant: DevOps Engineer

05/2024 – 7-2025

Arkano Software

Santiago, Chile

Consulting in Infrastructure and DevOps.

- Provide technical support and resolve issues in client infrastructure.
- Collaborate in multidisciplinary teams with Microsoft engineers to execute strategic projects for key enterprise clients in Latin America.
- Maintain and update cloud services, making recommendations to the client.
- Ensure the security and efficiency of client infrastructure.
- Document processes and maintain detailed records of incidents and solutions provided.
- Create CI/CD pipelines to build infrastructure as code in Azure.
- Create CI/CD pipelines to deploy Azure AI applications.

#### Cloud Infrastructure Engineer

02/2023 - 08/2024

Codify Analytics

Santiago, Chile

Responsible for managing and implementing infrastructure solutions in Azure, implementing pipelines, and automating processes.

- Acquired the functions of the provider that managed the infrastructure in 2 months.
- Migrated on-premises infrastructure to Azure using Microsoft Perks, saving over \$50,000 to date.
- Automated the creation of customer tenants, reducing the process time from 3 hours to 15 minutes.
- Automated the process by reading data from a customer's Excel spreadsheet with Python and inserting it into the database.
- Migrated Docker containers on Virtual Machines to Azure Container Instances.

- **Migrated MariaDB 10.3.39 to MySQL 8.0**

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#### Technical Account Manager

09/2023 – 12-2023

XMS (Microsoft Gold Partner)

*Santiago, Chile*

Responsible for managing and implementing infrastructure solutions in Azure, providing customer support, automating processes, and coordinating support and assistance from customer support engineers.

- **Documentation and creation of processes related to Azure and Microsoft 365.**
- **Resolving tickets for incidents or requests.**
- **Supporting clients in infrastructure, cloud, and security issues with Microsoft technologies.**
- **Automating attribute changes for thousands of files stored in thousands of blob storage devices using an Azure PowerShell script.**
- **Migrating Azure Database for PostgreSQL Single Servers to Flexible Servers from version 10 to version 14.**

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#### Solution Consultant: Cloud Engineer

07/2021 – 09/2022

Arkano Software (Microsoft Gold Partner)

*Santiago, Chile*

Responsible for managing and implementing infrastructure solutions in Azure, implementing pipelines, and automating processes.

- **Azure Global Administration (Subscriptions, resources, costs, accounts, etc.).**
- **Microsoft 365 Global Administration.**
- **Management and control of technology assets and equipment in Chile, Peru, Argentina, Paraguay, Uruguay, Colombia, and Mexico.**
- **Azure DevOps Administration.**
- **Management and control of information security threats.**
- **Information security documentation.**
- **Documentation and creation of processes related to Azure and Microsoft 365.**
- **Support for VIP and critical users.**
- **Resolution of tickets for incidents or requests (Microsoft Dynamics 365).**
- **Support for clients in infrastructure, cloud, and security with Microsoft technologies.**
- **Definition of architectures for client infrastructure.**
- **Discovery of existing Azure resources, execution of governance plans, and cost reduction for subscription consumption.**

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#### IT Infrastructure Analyst

03/2020 – 06/2021

OTIC CChC

*Santiago, Chile*

- **Microsoft 365 Global Administration (Exchange, Teams, Yammer, SharePoint, OneDrive, Stream Security and Compliance) and Microsoft Volume Licensing Center.**
- **Fortinet Firewall Administration, Ubiquiti Unifi, and Symantec Antivirus Console.**
- **Virtualization and administration of VMware and Nutanix.**
- **Monitoring of sensors on links and servers in PRTG.**
- **Documentation and updates regarding information security, management, and control of information security threats.**
- **Maintaining the operation of Layer 2 and Layer 3 Switch-Router network equipment according to the organization's requirements and current planning.**
- **Management and control of technological assets and leased equipment.**
- **Creation and management of backups in Veam Backup.**
- **Execution of steps to production and channeling through Jira.**
- **Support for VIP and critical users.**
- **Resolution of tickets for incidents or Level 3 requests (Aranda Service Desk).**

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#### IT Support Analyst

10/2018 – 03/2020

OTIC CChC

*Santiago, Chile*

**Help Desk Agent Level 2**

*11/2017 – 8/2018*

Adexus

*Santiago, Chile*

**Helpdesk Assistant**

*1/2013 – 11-2016*

CYLAM C.A

*Caracas, Venezuela*

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## EDUCATION

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**Systems Programming and Analysis Technician | AIEP Institute 2022-2024**

**Computer Engineering and Informatics | Andrés Bello University 2024 – In progress**

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## CERTIFICATIONS

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**Azure Solutions Architect Expert | Microsoft, 2024**

**DevOps Engineer Expert | Microsoft, 2023**

**Azure Administrator Associate | Microsoft, 2022**

**English Certificate C1 Advanced | EFSET, 2023**

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## COURSES

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**Curso de Programación en Bash Shell | Platzi, 2023**

**Curso de Jenkins | Platzi, 2023**

**Fundamentos de Arquitectura de Alta Concurrencia | Platzi, 2023**

**Curso Profesional de Git y GitHub | Platzi, 2022**

**Curso de Kubernetes | Platzi, 2022**

**Curso de Docker | Platzi, 2022**

**MS-10097C Microsoft 365 Administration & Troubleshooting | Microsoft, 2020**