

Rubén Cervera López

Senior IT Technician | System Administration

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EXPERIENCE

Scopely, Barcelona — Senior IT Technician

Jan/ 2022 - PRESENT

- Management and resolution of L2 tickets (average of 102 tickets closed per month with 4,93 over 5 of satisfaction).
- User accounts administration with Okta, Jumpcloud, NinjaRMN, Google Workspace and AWS.
- Computer inventory management with Oomnitza. Mobile and tablet administration through MDM Agent.
- Administration of the technology infrastructure for company events (+100 people).
- Writing and publishing technical articles in confluence.
- IT supply management: research suppliers/vendors, place orders and track shipping.

Highlight: Jira specialist, being the main point of contact for Jira related issues in Spain:

- Projects and access management and permissions review. Jira Service Desk improvement: creation and implementation of Jira filters and Dashboards to improve the ticket management.

Red Points, Barcelona — Senior IT Support /SysAdmin

May/ 2019 - Dec/ 2021

- Systems administration: monitoring in Zabbix, scripts to automate sysadmin processes,
- Resolving user incidents
- Planning and controlling the IT inventory system.
- Management and resolution of tickets in Jira.
- Equipment installation and video-conference set up.
- IT onboarding to new employees. Communication in English and Spanish.

Highlight: Planning and setup of the new office IT infrastructure. Scripts in bash to automate user setup and offboarding.

ABOUT ME

I started my career as an IT Support L1 and computer equipment repairs, progressed to the position of team leader at help desk and later to Senior IT technician moving into a SysAdmin.

Certified in:

- Jira Administration 1 & 2
- ITIL Foundation V3
- Microsoft 365 Fundamentals

In the process to obtain the Microsoft AZ-900 Azure Fundamentals Course Certificate.

Access my [LinkedIn page](#) for my full CV since 2001, and other courses.

WHAT I'M LOOKING FOR

Expand and move forward my career expanding my knowledge area in system administration.

SKILLS

Organization. Planning. Analytical mindset. Problem solving. Process documentation. Presentation Skills. Teamwork. ITIL. Agile. Cisco. MS-900

TECH STACK

Active Directory, Jira, Okta, Jumpcloud, Zabbix, Office365, G-Workspace, Zoom, MDM, Unify, Meraki. HTML, CSS, Inspector Tool, Azure AD, MS900.

E-Tic Systems, Barcelona— *IT Analyst | Product Support*

Jan/ 2017 - May/ 2019. Outsourced contract. Working at Ferrovial Servicios.

- Management and resolution of tickets in Jira.
- Support of the Clear mobile (app for the control and management of residual collection).
- Define and write procedures and processes following ITIL methodology.
- Management of the mobile phones infrastructure.

Highlight: Analysis of data to the improvement of internal management of the mobile infrastructure. Creation of an internal Wiki to share information over the Clear Mobile project to the users.

Claranet, Barcelona — *Help Desk Coordinator*

Jun/ 2017 -Dec/2017

Management and supervision of a team of 7 technicians to offer 24x7 user assistance. Interlocution with the internal departments and clients. Responsible for hiring and training new technicians.

Necsia IT Consulting, Barcelona — *Senior IT Analyst and Team Leader*

Sep/ 2014 - Nov/2016. Outsourced contract. Working at Cuatrecasas Lawyer firm.

Senior Support technician helpdesk, level 1: Telephone and f2f support at an international level. User management in AD, equipment management in AD and SCCM. Management of mailboxes and user permissions in AD and Exchange. VIP technician to the senior leadership (Chief, VP, Directors).

EDUCATION

Fundació CIM, Barcelona — *Web Development*

2017 - 2017

Cifo, Santa Coloma — *Microcomputer Systems Technician*

2004 - 2005

Cifo, Santa Coloma — *Administration of local network and operating systems*

2004 - 2005

LANGUAGES

Spanish and Catalan: native

English: full professional competence

Portuguese: intermedium

LICENSES & CERTIFICATIONS

Jira Administration Part 2

2023

Jira Administration Part 1

2022

Windows Server 2016: Active Directory

2020

ITIL Foundation V3

2017