

Mario Rubio

Cloud Engineer & Multi-Certified IT Professional

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About me

Highly skilled AWS Operations Engineer with over 18 years of experience in IT support, cloud administration, and infrastructure management. Certified across multiple AWS disciplines and complemented by numerous CompTIA and Linux certifications, I specialize in architecting, deploying, and managing robust, scalable, and secure cloud environments.

My expertise spans a wide range of AWS services, including EC2, S3, Lambda, RDS, CloudFormation, CodeCommit, Pipelines, and others, with a focus on optimizing operations, automating workflows, and driving cost-effective solutions. I have substantial experience administering critical platforms such as Google Workspace, NetSuite, Jira, PBX, Office 365, and Microsoft Server.

In addition to my technical expertise, I have a strong background in management, having led IT and cloud operations teams, overseeing cross-functional projects, and ensuring alignment with business objectives. I excel at mentoring teams, enhancing performance, and driving strategic initiatives. Known for my strong communication and leadership skills, I thrive in dynamic environments, delivering innovative solutions and fostering collaboration across departments to meet organizational goals.

Core Skills & Expertise

Amazon Web Services (AWS):

- **Cloud Architecture & Design:** Extensive experience in architecting, deploying, and managing secure, scalable, and highly available AWS infrastructures to meet business objectives and best practices.
- **Compute:** Expert in managing EC2 instances, Lambda for serverless architecture, and Elastic Beanstalk for automating application deployments.
- **Storage & Content Delivery:** Proficient in S3 for scalable storage, Glacier for archival, and CloudFront for global content delivery and caching solutions.
- **Database Management:** Skilled in RDS (Relational Database Service), DynamoDB, and Aurora for managing highly available, scalable databases.
- **Networking & Security:** Proficient in designing VPCs (Virtual Private Cloud), Route 53 for DNS management, and Elastic Load Balancing (ELB) for traffic distribution. Extensive experience with IAM and KMS for securing environments.
- **Monitoring & Management:** Advanced use of CloudWatch, CloudTrail, and Qualys for comprehensive monitoring, auditing, and security compliance, ensuring optimal performance and proactive issue resolution.
- **Cost Optimization:** Expertise in implementing cost-saving strategies, including Reserved Instances, Spot Instances, and Right Sizing of AWS resources.
- **Cloud Migrations:** Led multiple successful migrations of on-premises infrastructure to AWS and other environments, minimizing downtime and ensuring seamless transitions.

Systems Administration & Third-Party Integrations:

- **Administrator for Key Platforms:** Managed and administered AWS, Jira, NetSuite, Google Workspace, PBX, Microsoft Server, and Office 365, ensuring seamless integration, secure access control, and workflow optimization to enhance collaboration and business processes.
- **Firewalls:** Experienced in configuring and managing network security appliances, ensuring robust and secure network operations.
- **Server Management:** Proficient in Linux and Windows server administration, ensuring optimal performance, patching, and security across hybrid cloud environments.
- **VMware & Hyper-V:** Managed virtualized environments to optimize resource utilization, improve system scalability, and enhance disaster recovery strategies.

DevOps & Automation:

- **CI/CD Pipelines:** Proficient in setting up and managing CI/CD pipelines using GitHub, GitLab, AWS CodePipeline, and CodeBuild for automated deployments and continuous integration.
- **Docker:** Experienced with containerizing applications using Docker, optimizing resource allocation and improving application scalability.
- **Scripting & Automation:** Experience with Python and Bash, automating infrastructure provisioning, system monitoring, and routine tasks to streamline operations and reduce manual effort.

Leadership & Managerial Roles:

- **Team Leadership & Employee Training:** Managed IT support and cloud operations teams, providing coaching and training to improve skills in cloud infrastructure and IT management. Adept at enhancing team performance and driving operational excellence.
- **Project Management:** Led cloud infrastructure and IT projects, from planning to execution, ensuring alignment with business goals and successful delivery.
- **Cross-functional Collaboration:** Collaborated with development, DevOps, and security teams to deploy and scale cloud-based solutions while maintaining operational efficiency.

Monitoring & Performance Tools:

- **Qualys, New Relic & Datadog:** Expertise in using these tools to monitor performance, detect security vulnerabilities, and optimize cloud infrastructure performance.

Technical Documentation & Knowledge Sharing:

- **Technical Documentation:** Proficient in creating clear, comprehensive technical documents for processes, configurations, and procedures, enabling efficient knowledge sharing and process standardization.
 - **Knowledge Base Creation:** Developed and maintained knowledge bases for frequently asked questions, improving internal support efficiency and reducing recurring issues.
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Experience

Park Street / Cloud Engineer

October 2022 – *Present*, Miami

- Administered and maintained CI/CD pipelines using GitHub, GitLab, AWS CodePipeline, and CodeBuild, automating build, test, and deployment processes for faster and more reliable application releases into production.
- Managed and updated servers, including PHP, MySQL, and other major application version upgrades, package installations, and system patching, ensuring performance optimization and security compliance.
- Developed and maintained cloud solutions following best practices, leveraging AWS services such as EC2, S3, RDS, VPC, Cloud Formation, Lambda, Route53, Amplify, DynamoDB, Cognito, IAM and others, to deliver scalable, high-performance applications.
- Ensured high availability of mission-critical systems by utilizing multiple AWS Availability Zones across regions, and configured custom VPCs with public/private subnets, NAT gateways, internet gateways, and route tables.
- Integrated third-party services like New Relic, Datadog, and Qualys for advanced monitoring, analytics, and security analysis, enhancing system visibility and proactive issue resolution.
- Optimized cloud infrastructure costs by implementing Reserved Instances and Spot Instances based on business needs.
- Monitored system performance using AWS CloudWatch, setting alarms to detect anomalies in application behavior and resource usage, and configured auto-scaling groups to maintain optimal application performance.
- Evaluated and implemented new technologies like AWS Lambda and Serverless Computing for cost optimization and improved scalability.
- Conducted security analysis of software components, using both manual and automated tools to predict system performance under different conditions and ensure compliance across multiple AWS environments.
- Troubleshoot production issues related to application performance and latency, resolving configuration errors and ensuring smooth operation of cloud-native applications deployed using EC2, S3, Lambda, API Gateway, and CloudFormation and others services.

Park Street / IT System Administrator

July 2022 – *October 2022*, Miami

- Administrator for critical systems including AWS, Google Workspace, NetSuite, PBX, Jira, and Office 365, managing user permissions, optimizing workflows, and ensuring seamless integration between platforms to support daily operations and strategic initiatives.
- Optimized AWS operations, leading to significant monthly cost savings for the company.
- Led and managed the help desk support team, ensuring prompt resolution of IT issues and maintaining high levels of user satisfaction.
- Served as IT project coordinator across the company, overseeing projects from planning to execution and ensuring alignment with business goals.
- Troubleshoot, diagnosed, and resolved hardware and software issues on Windows OS systems, providing timely technical support to end users.
- Tested and deployed computer hardware, networking software, and operating system updates, ensuring compatibility and smooth operation.
- Managed and maintained Hyper-V environments and virtualized infrastructure, optimizing resource allocation and improving system scalability and performance.
- Performed system backups, restores, upgrades, and maintenance tasks to ensure

data integrity and system reliability.

- Created and maintained detailed documentation of IT assets, configurations, and procedures to streamline troubleshooting and future deployments.
- Managed network security, including firewall policies, user access control, and regular security audits to identify vulnerabilities and enhance overall security posture.
- Configured and administered Active Directory, Group Policy Objects, and Microsoft Exchange Server for efficient user and resource management.
- Monitored and maintained computer networks and related systems, diagnosing and resolving hardware, software, and network issues.
- Performed routine network startup and shutdown procedures, maintained control records, and ensured optimal network performance by making necessary adjustments.
- Conducted audits and assessments of IT infrastructure to ensure compliance and identify areas for improvement.

Park Street / Help Desk Support Coordinator

December 2021 – July 2022, Miami

- Provided comprehensive support for physical and virtual desktops, Google Workspace, PBX systems, AWS, Jira, and NetSuite, resolving technical issues efficiently.
- Secured an HR exception from management and earned a promotion before completing the first year, recognizing high performance and leadership potential.
- Leveraged tools such as Pulseway (RMM), TeamViewer, Jira, and Office 365 to monitor, manage, and troubleshoot remote systems and user issues.
- Diagnosed network problems using tools like ping tests and traceroutes to isolate and resolve connectivity issues.
- Configured user accounts, set up new users, reset passwords, and managed application access permissions in alignment with company policies.
- Ensured compliance with established operational and security policies, safeguarding systems and data integrity.
- Demonstrated strong problem-solving abilities, identifying root causes of customer issues and providing effective solutions.
- Coordinated with external vendors for repairs and replacements of defective hardware, ensuring minimal downtime for end users.
- Created and maintained knowledge base documents to address frequently asked questions and streamline support processes.
- Managed IT equipment inventory, keeping detailed records of laptops, desktops, and peripherals for asset management and tracking purposes.
- Developed excellent customer service skills, resolving technical issues quickly while maintaining positive client interactions.
- Documented daily communication transactions, system issues, and remediation actions, ensuring accurate records for future reference.
- Installed and performed minor repairs on hardware, software, and peripheral equipment in accordance with design and installation specifications.

Gaumard Scientific / Help Desk Support II

January 2007 - December 2021, Miami

- Provided technical support for a wide range of devices, including Windows, iOS, and Android systems, troubleshooting hardware and software issues for end users.
- Accurately diagnosed complex hardware and software problems, delivering effective solutions and recommendations for issue resolution.

- Contributed to the management and administration of Active Directory, handling user accounts, permissions, and group policies.
- Patched and upgraded systems and hardware, ensuring all devices were secure and up-to-date with the latest software and firmware.
- Utilized remote access tools to troubleshoot and resolve technical issues efficiently, reducing downtime for end users.
- Configured and installed computer systems, peripherals, and software, tailoring solutions to meet the specific needs of users and the organization.
- Documented all technical issues and resolutions in detail, creating comprehensive reports and contributing to the knowledge base for future reference.
- Trained team members on troubleshooting techniques and best practices, enhancing the overall technical proficiency of the IT department.
- Maintained inventory records of IT equipment deployed to clients, ensuring accurate tracking and timely updates of all assets.
- Performed regular maintenance tasks on computers, including applying security patches and updates to operating systems, reducing vulnerabilities and enhancing system stability.
- Worked closely with cross-functional IT teams to troubleshoot and resolve complex technical issues, fostering collaboration and improving problem resolution times.
- Implemented new technologies to enhance the customer experience, increasing satisfaction and improving the overall quality of support provided.

Education

Bachelor of Science in Cloud Computing
Western Governors University

Certifications

AWS:

- AWS Certified Solutions Architect
- AWS Certified Solutions Professional
- AWS Certified SysOps Administrator
- AWS Certified Cloud Practitioner

Azure:

- Microsoft Certified: Azure Fundamentals

ITIL:

- ITIL® Foundation

Linux:

- Linux Essentials: Linux Professional Institute
- LFS101x

Google:

- Google IT Support Professional Certificate

CompTIA:

- CompTIA A+
- CompTIA Network+
- CompTIA Security+
- CompTIA Linux+
- CompTIA Cloud+
- CompTIA Project+

CompTIA Infrastructure:

- CompTIA IT Operations Specialist (CIOS)
- CompTIA Cloud Admin Professional (CCAP)

CompTIA Cybersecurity:

- CompTIA Secure Cloud Professional (CSCP)
- CompTIA Secure Infrastructure Specialist (CSIS)