

Ricardo Saffi Marques

Date of birth: May 3rd, 1986
Nationality: Brazilian
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PROFILE

Professional with broad experience in systems management (GNU/Linux and Microsoft Windows) and knowledge in Bash, Python and PHP. Highly analytical and detail oriented, engaged in continuous innovation and process optimization.

EXPERIENCE

- 06/2015 – present **R7.com, São Paulo** (news portal, owned by Grupo Record - the third largest media company in Brazil)
Systems Administrator
- Main point of contact between R7 and HyperOffice during a mail service migration (07/2015 to 09/2015)
 - Migration of 400,000+ active mail accounts (9,000,000+ in total)
 - Worked directly with Drew Morris (CTO at HyperOffice) on the data exchange and mailbox synchronization between mail service providers (25TB+).
 - Promoted from the Operations Team to the Deployment Team after successful mail service migration
 - Co-responsible for major datacenter migration from Rackspace to Hosting (01/2016 to 04/2016)
 - Setup of VMWare environment with 45+ Hypervisors and 1500+ virtual machines
 - Responsible for the NetApp storage system (NFS + iSCSI + backup)
 - Designed, configured and deployed the storage environment from scratch on the new datacenter for R7 and its partners
 - Worked with NetApp and Hosting teams on non-disruptive transition from 7-Mode FAS-3240 and FAS-2240 to Clustered Data ONTAP FAS-8040 and FAS-8020
 - Configuration and maintenance of servers and services such as: Microsoft Active Directory, Apache, Bind, Chef, ElasticSearch, Git, Jenkins, LDAP, Logstash, MongoDB, MySQL, NGINX, Postfix, OTRS, RabbitMQ, Redis, SOLR, Squid, Tomcat7, Varnish, vsftpd, proftpd, Zabbix
 - Professional experience with Akamai's LUNA Control Center
- 02/2013 – 06/2015 **Braslink Network, São Paulo** (web-hosting company with offices in Brazil and in the US - Miami, FL)
Linux System Administrator (acting also as Windows System Administrator)
- Responsible for the maintenance of Linux and Windows servers and for keeping them up-to-date
 - Main point of contact for the resolution of complex technical issues (on-call on weekends)
 - Leader in the reorganization of the open tickets flow, optimization the process and reducing the maximum waiting time from up to 3 months to 1 day and the backlog of open tickets from 38 to zero
 - Development and implementation of new SLA for open tickets – up to 4 hours for customer service contact and problem resolution; currently, all clients receive final feedback in up to 30 minutes
 - Responsible for servers configuration and content migration:
 - Migration of 390 clients' websites in one morning, including the activation of the new server. Despite its complexity, the migration was a success and had only 3 open tickets (all of which easily closed)
 - Migration of servers systems from Windows Server 2003 to Windows Server 2008 R2
 - Migration of the newspaper acheiusa.com server from shared to VPS hosting; configured IIS, Microsoft SQL Server 2012, FTP and Firewall
 - Responsible for the deployment of Proxmox VE 3.2 – server virtualization platform
 - Responsible for the deployment of PHP+MySQL web systems for process automatization, including a system for the management of field technicians – integrated with OSTicket platform for the optimization of tickets closure
 - Co-responsible for the mailing infrastructure and for performing backups in all servers
- 04/2007 – 08/2010 **Laboratory of System Administration and Security (LAS) – “Institute of Computing”, UNICAMP**
Linux System Administrator - <http://www.lasca.ic.unicamp.br/~saffi/>

EDUCATION

- 01/2015 – 12/2016 **Faculdade de Informática e Administração Paulista (FIAP)**
Computer Engineering
- 01/2004 – 12/2012 **Universidade Estadual de Campinas (UNICAMP) – 2nd largest university in Brazil**
Computer Engineering (completed 245 credits out of 254)

LANGUAGES

Portuguese – Mother tongue
English – Fluent (private classes, Cambridge FCE with honors) / [Scored 643](#) on TOEFL ITP
German – Basic (self taught at first then private classes for 1.5 year)

SKILLS

CompTIA Linux+ + LPIC-1 + SUSE CLA Certified
Microsoft MCSA Training (Courses # 6419, 6421, 6425 and 6433)