

# CARLOS SAN LUIS

DEV OPS - TECHNICIEN INFORMATIQUE

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## PROFILE

Top-performing Tech Support Agent with a track record of consistently surpassing production targets by 60%. Experienced in the handling 300+ products, including priority cases, with a background in IT Operations, web development, cloud technologies, and virtualization. Transitioning to DevOps, I seek a team emphasizing automation, system optimization, and collaborative problem-solving in the SaaS domain. Also holding a Masters Degree in Management and Hospitality, I bring proven analytical and communication skills, alongside a passion for staying current with IT advancements, and a solid understanding of Project Management and Economics

## SKILLS

AWS Vmware Cisco Linux Cpanel

Java Sql Php Java Script HTML5 GIT

Win Server 2012 MS Dynamics MS360

MacOS Ubuntu CentOS Xbox PSsps

## EDUCATION

### Greta Est Bretagne Saint Malo

2020-2021

#### **BTS SIO option B SLAM**

Java SQL PHP JS CSS HTML

### Greta Est Bretagne Fougères

2019-2020

#### **Technicien d'assistance en Informatique**

Linux Win Vmware Cisco IpFire WinServer

### University of Santo Tomas, Philippines

2000-2004

#### **Masters 1, Management**

Hospitality and Tourism, Hotel and

Restaurant

Excellence Awardee, Football Varsity

Captain

## LANGUAGES

English 

French 

Tagalog 

## WORK EXPERIENCE

### **Tech Support Agent - Priority Cases**

Guillemot - Thrustmaster Hercules · Rennes

2021--

- CRM MS Dynamics, ERP
- Handled international customers, English and French priority cases
- Intervened on a device and network server, Windows, Xbox and Playstation
- Carried out remote IT support, for Software, DJuced, TARGET and over 300 products in the field of gaming hardware and dj components
- Identified early, issues and proposed precise solutions to team and management
- Contributed insights that positively impacted our operational efficiency by provided feedback on existing procedures, leading to potential savings.

### **IT Technician**

Comete Informatique · Bruz

2020

- Participate in monitoring IT equipment and configurations.
- Intervene and assist with digital network access and services:
- Work on network infrastructure
- Deploy client workstations
- Worked on a network server and its environment,

### **Assistant Network Admin**

Notre Dame du Vieux Cours · Rennes

2019

- Intervene and assist on computer workstations for companies and individuals:
- Prepare or repair computer equipment,
- Install and configure computer workstations
- Provide software updates for computer equipment
- Intall network devices
- Monitored network movement, Firewall

### **Web Developer**

Freelance · Dubai

2015-2020

[wealthph.com](http://wealthph.com), [instaprints.io](http://instaprints.io), [astrocitix.com](http://astrocitix.com), [lysonix.com](http://lysonix.com), [ourcreativemedia.com](http://ourcreativemedia.com)

- Wordpress and cPanel expertise: adept at using cPanel for efficient website and server administration.
- Google Analytics integration
- AWS integration: Deployment and optimization of web applications on Amazon Web Services (AWS). Leverage AWS services such as EC2, S3 and Lightsail, Cloudfront to ensure scalable, secure and high-performance hosting environments.