



Luis Carlos Gallardo Ramírez

SRE Cloud & Modern Infrastructure | Mainframe Security Technical Lead | Automation Engineer

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Career Summary

Systems Engineer and Mainframe Security professional with 6+ years of experience in IT operations, logical security, infrastructure support, and technical leadership. Experienced in RACF, ACF2, z/OS UNIX System Services (USS), access governance, incident resolution, audits, and remediation. Proven ability to lead technical work, automate security controls with Python and Ansible, and support SRE and modern infrastructure operations for large financial and insurance organizations.

Skills

Mainframe Security: RACF and ACF2 identity, group, dataset, resource, and access administration

z/OS & USS: TSO/ISPF, UNIX System Services, permissions, filesystems, services, and CLI troubleshooting

Automation: Python for APIs, reporting, validation, and CSV outputs; Ansible Automation Platform (Tower/AWX)

Technical Leadership & SRE: guidance, coordination, incident response, root-cause analysis, runbooks, and reliability

Security & Reporting: access governance, remediation, audits, zSecure, CKRCARLA, and SMF analysis

Infrastructure Diagnostics: CPU, memory, disk, filesystem, connectivity, and I/O analysis

DevOps & Platforms: Git, GitHub Actions, Linux, z/OS, OpenShift, and Podman

Languages: Spanish (Native), English (Advanced, C1)

Work Experience

SRE Cloud & Modern Infrastructure | CMI MI Mainframe

August 2026 — Present

[Atos](#) · México

- Support SRE, cloud-aligned, and modern infrastructure operations for MassMutual and Liberty Mutual mainframe environments.
- Administer and troubleshoot logical security across RACF and ACF2, including identities, groups, permissions, datasets, and protected resources.
- Work with z/OS UNIX System Services (USS) to analyze permissions, files, services, and operational issues from the command line.
- Investigate access failures and production incidents, coordinate remediation, document root causes, and improve operational reliability.
- Develop and maintain Python and Ansible automation for recurring validations, reporting, evidence collection, and administrative workflows.
- Create and maintain runbooks, technical documentation, and repeatable procedures that support consistent delivery and continuous improvement.

Mainframe Security Technical Lead

February 2026 — July 2026

IBM · Guadalajara, Jalisco

- Led technical execution for mainframe logical security activities, providing guidance on RACF administration, access controls, incidents, and audit requirements.
- Coordinated priorities and supported team members in troubleshooting complex access and operational issues across enterprise z/OS environments.
- Drove Python and Ansible automation for employee revalidation, recurring security controls, reporting, and standardized evidence generation.
- Reviewed technical changes and collaborated with stakeholders, auditors, and infrastructure teams to track remediation, document procedures, and communicate technical risks.

System Administrator | RACF Technical Specialist

November 2022 — January 2026

IBM · Guadalajara, Jalisco

- Provide technical support for access control, security administration, and operational issues for enterprise environments.
- Investigate access-related incidents and support remediation activities through command-line analysis and technical validation.
- Administer RACF identities, groups, and resource profiles aligned with security policies, audit requirements, and operational controls.
- Develop and maintain Python + Ansible automation to reduce manual effort in recurring validations, reporting, and remediation support.
- Process zSecure/CKRCARLA and SMF-driven outputs into standardized evidence for audits, findings follow-up, and compliance activities.
- Support operational troubleshooting, documenting root causes, corrective actions, and repeatable procedures for the team.
- Work with ServiceNow and GitHub Enterprise to improve traceability, ticket execution, and delivery consistency.
- Contribute to audit initiatives, remediation tracking, and continuous improvement of administrative and security processes.

IT Manager

September 2021 — November 2022

Universidad del Valle del Fuerte S.C. · Los Mochis, Sinaloa

- Led day-to-day IT operations for servers, endpoints, networks, and user support, ensuring business continuity for academic services.
- Administered Windows and Linux-based infrastructure, supporting patching cycles, security updates, and hardening activities.
- Diagnosed server and service issues through direct technical access, including resource usage, storage, connectivity, and performance problems.
- Managed support tickets related to user access, application issues, and infrastructure performance, improving response consistency.
- Participated in server migrations, backup validation, and service transitions in hybrid/on-prem and Azure-supported environments.
- Built automation scripts for routine operational tasks such as inventory, backups, and provisioning.

IT Technician

May 2021 — September 2021

Comercializadora Gisnet S.A. de C.V. · Sinaloa

- Installed, updated, and remediated software in regulated banking environments.
- Worked on Jira ticket queues: triage, documentation, troubleshooting, resolution, and escalation for critical incidents.
- Supported access and endpoint-related issues while coordinating directly with customers and internal teams.
- Delivered on-site technical support across multiple locations within a 250-km radius.

IT Technician and Technology Teacher

September 2020 — May 2021

Nueva Senda College · Los Mochis, Sinaloa

- Supported servers, networks, CCTV-IP, and digital platforms, performing preventive and corrective maintenance.
- Troubleshoot connectivity, endpoint, and access issues while maintaining basic technical documentation.
- Helped maintain system availability and operational readiness for classrooms and school services.

Professional Practices

January 2020 — July 2020

Agroequipos del Valle S.A. de C.V. · Los Mochis, Sinaloa

- Developed a data analysis project using Power BI and VBA to support reporting and operational decision-making.
- Assisted with technical field deployment tasks, including GPS equipment installation and validation.

Education

Bachelor's Degree in Engineering — Mechatronics Engineering

Instituto Tecnológico de los Mochis · 2017–2021 · Los Mochis, Sinaloa

Master of Engineering — Software Engineering & Computer Systems

Universidad de la Rioja · January 2022–August 2023 · La Rioja, Spain

Certifications

- AWS Certified Cloud Practitioner — Amazon Web Services (Octubre 2026–Octubre 2029)
- Continuing Education Certificate in Digital Project Management — MIU City University Miami (Abril 2024–Abril 2030)
- Diploma en Seguridad Informática — UNIR — Universidad Internacional de La Rioja (Noviembre 2023)
- Diploma en Proyectos de Software — UNIR — Universidad Internacional de La Rioja (Mayo 2023)
- Diplomado en Ingeniería Web — UNIR — Universidad Internacional de La Rioja (Noviembre 2022)
- Diplomado en Soft Skills y Habilidades Directivas — UNIR — Universidad Internacional de La Rioja (Junio 2022)

Digital Badges

- AWS Certified Cloud Practitioner — Amazon Web Services Training and Certification (2026)
- watsonx: Technical Essentials — IBM (2025)
- Ansible for IBM Z & LinuxONE Foundations — IBM (2025)
- Docker Essentials: A Developer Introduction — IBM (2025)
- Interskill - Mainframe Specialist - z/VM - Foundations z/VM 7.3 — IBM (2024)
- IBM watsonx.ai Technical Essentials — IBM (2024)
- IBM watsonx Essentials — IBM (2024)
- Trustworthy AI and AI Ethics — IBM (2024)
- Interskill - Mainframe Systems Auditor – RACF – Experienced 2.4 — IBM (2024)
- Interskill - Mainframe Systems Operator – TSO/ISPF Intermediate 2.4 — IBM (2024)
- Think Like a Hacker — IBM (2024)
- Interskill - Mainframe Systems Operator – TSO/ISPF Foundations 2.4 — IBM (2022)
- IBM Agile Explorer — IBM (2022)