

Misael López Franco

Systems Administrator

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PROFESIONAL SUMMARY

Systems Administrator and Datacenter Specialist with 5+ years managing hybrid Windows and Linux infrastructures and cloud production on AWS. Skilled in automation (PowerShell), AD DS/DNS/DHCP, GPO-driven mass deployments, pfSense security, and L2/L3 incident resolution — consistently improving availability and reducing manual workload. Proven leader who supervised IT support teams, managed hardware lifecycles and inventory, and applies ISO 27001 auditing principles; currently pursuing a B.S. in Computer Systems Engineering.

PROFESSIONAL EXPERIENCE

Datacenter Specialist | SysAdmin

Beliveo | IntouchCX April 2023 – May 2026

- Automated critical backup infrastructure using complex PowerShell scripts, guaranteeing data integrity and significantly reducing manual operational hours for the engineering team.
- Managed and maintained robust Windows Server and Linux infrastructure across hybrid environments, including cloud production architectures on AWS.
- Oversaw core network services including Active Directory Domain Services (AD DS), DNS, and DHCP configurations to maintain zero configuration downtime.
- Designed and implemented custom Group Policy Objects (GPOs) for automated mass software deployment, optimizing endpoint management and eliminating repetitive manual software installations for desktop support teams.
- Served as the definitive L2/L3 engineering escalation point for critical infrastructure and network anomalies, diagnosing and troubleshooting complex architectural system faults to secure continuous high-availability service levels.
- Administered enterprise network security and proxy configurations using pfSense firewalls to filter and safeguard production datacenter environment traffic.

IT Supervisor

Beliveo | IntouchCX November 2020 – April 2023

- Led, mentored, and organized a team of 6 IT Support professionals, strategically delegating technical duties to enhance daily workflow velocity and ticket resolution efficiency.
- Managed end-to-end hardware lifecycles and comprehensive enterprise inventory control, auditing and verifying assets to maintain 100% record accuracy during personnel offboarding workflows.
- Collaborated closely with the Workforce Management (WFM) team to analyze future capacity metrics, forecasting IT infrastructure needs and material depreciation to preemptively stage hardware for incoming agent generations.

EDUCATION

B.S. in Computer Systems Engineering

Tecnológico Nacional de México

(Ingeniería en Sistemas Computacionales) Expected Graduation: December 2027

Status: Currently in 6th semester. Pursuing via a rigorous online curriculum, allowing complete chronological schedule flexibility to support full-time, demanding corporate operations.

CERTIFICATIONS & PROFESSIONAL TRAINING

- **AWS Certified Cloud Practitioner** — Preparation in Progress / Expected Exam Date: 2026
- **Docker Training Course** — Kodekloud Certificate
- **Terraform: Beginner to Certificate** — Udemy Course
- **Information Security Management Systems Internal Auditor (ISO 27001:2022 & ISO 19011:2018)** — Aktiva
- **Active Directory Domain Services (AD DS), DNS, and DHCP in Windows Server** — Professional Course Training
- **Advanced Active Directory Administration via Windows PowerShell** — Professional Course Training
- **Windows Command Line & Console Administration** — Professional Course Training

TECHNICAL PROJECTS

CLOUD-NATIVE FULL-STACK WEB PORTFOLIO

- Designed and programmed a full-stack web application optimized for professional representation using Python and the Reflex framework.
- Architected a scalable, secure, and highly-available cloud infrastructure stack on AWS utilizing ECS (Elastic Container Service) and ECR (Elastic Container Registry) for application containerization.
- Configured global content delivery and domain mapping via AWS Route 53, CloudFront edge networking caching, and secure static file hosting on Amazon S3.
- Engineered a modern DevOps integration pipeline leveraging GitHub Actions to establish continuous integration and continuous deployment (CI/CD) practices for seamless code updates.

TECHNICAL PROJECTS

- **Cloud & Infrastructure** - AWS (EC2, S3, Route 53, CloudFront, ECS, ECR)
- **Operating Systems & Net** - Windows Server, Linux, Active Directory (AD DS), DNS, DHCP, Group Policy (GPO), pfSense Proxy/Firewall
- **Automation & DevOps** - PowerShell Scripting, Python (Reflex Framework), Docker, GitHub Actions, CI/CD Pipelines
- **Compliance & Standards** - ISO 27001:2022 (Information Security), ISO 19011:2018 (Internal Auditing)

IDIOMAS

- **English:** Professional.
- **Spanish:** Nativo