

# Rubén Elías Toriel

## CTO & Lead Operations

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IT Infrastructure Specialist with over 30 years of experience in technology projects, cybersecurity, and team management. Focused on digital transformation, continuous improvement, and delivering robust business solutions. Seeking to contribute to my strategic and operational vision in challenging environments.

### Education

**U.A.D.E.**

**Computer Systems Analyst**

**Buenos Aires, Argentina**

2010 - 2012

### Professional Experience

**Administracion Nacional de Aviación Civil (Government)**

**CTO - Director of Information Systems and Communications**

**Buenos Aires, Argentina**

08.2024 - 07.2025

**Team managed:** 30 people

**Task:** Development of technology strategies, IT infrastructure management, information security, project management, coordination of a 30-person team, technology assessment, vendor relations, budget administration, and regulatory compliance.

**Key Achievements:** Implemented full digitalization of citizen procedures in compliance with paperless government regulations. Designed and deployed an extended network interconnecting 54 airports for centralized control of digital assets. Optimized the organizational structure, enabling six new hires without incurring additional costs to the state. Modernized the ITSM system and implemented ITIL standards, significantly improving operational efficiency. Digitalized the organization's entire IT asset inventory.

**Key Technologies:** Fortinet, VMWare ESXi, Linux, Switches Cisco and Dell, Dell Servers, Lenovo and HP, GLPI, OCS Inventory.

**Asociación Escuelas Lincoln (Education)**

**Head of Cybersecurity and Networking**

**Buenos Aires, Argentina**

01.2024 - 07.2024

**Task:** Comprehensive management of perimeter security and network infrastructure administration in an educational environment with over 500 users (including students and faculty).

**Key Achievements:** Stabilized wireless access by eliminating recurring failures by 80%. Implemented load balancing and student content filtering. Deployed automated network management and IT asset inventory software. Applied patch management policies and advanced perimeter security measures, as well as switch and access point management systems.

**Key Technologies:** Fortinet, VMWare ESXi, MS Hyper-V, Linux, Switches Cisco, Dell, and Dell Servers.

**PwC Price Whitehouse Coopers (Accounting)**

**Senior Soporte de Operaciones IT**

**Buenos Aires, Argentina**

05.2023 - 01.2024

**Task:** Supervision of escalated Level 1-3 incidents under the ITIL v4 framework, ensuring efficient resolution and effective communication with stakeholders.

**Key Achievements:** Reduced response times for critical incidents by 15%. Optimized escalation processes by reducing non-bug incidents and implemented end-to-end tracking, improving internal user satisfaction.

**Key Technologies:** Servicenow, Datadog, ITIL v4.

**Blockchain.com (Fintech)**

**Head of IT Infrastructure and Operations for Latin America**

**London, England**

11.2021 - 05.2023

**Team managed:** 3 people

**Task:** Regional IT infrastructure leadership for a global fintech company, adapting LATAM offices to international compliance standards. Served as the main point of contact across LATAM for user support and IT service consumption matters.

**Key Achievements:** Achieved 100% satisfaction in internal support (5/5 rating). Adapted regional offices to the company's global IT compliance standards. Developed processes and procedures that improved infrastructure resilience by 20%.

**Key Technologies:** Ubiquiti, Fortinet, pfSense, Switches Cisco, Jira, Google Workspace, AWS, GCP, O365.

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**SeSocio S.A. PFC (Fintech)**

**Head of IT Infrastructure and Operations**

**Team managed:** 2 people

**Task:** Led cloud migration and corporate platform management in a fintech environment with mixed Linux and Windows systems.

**Key Achievements:** Migrated full services from Heroku to AWS, reducing costs by 15%. Implemented AWS infrastructure (IAM, EC2, RDS, EKS, S3, VPC, IAM, and security groups). Configured pfSense firewall and VPN interconnections across multiple VPCs. Improved operational efficiency by 25% through process automation.

**Key Technologies:** Fortinet, Ubiquiti Unifi, pfSense, Switches Cisco, Jira, Google Workspace, AWS, GCP.

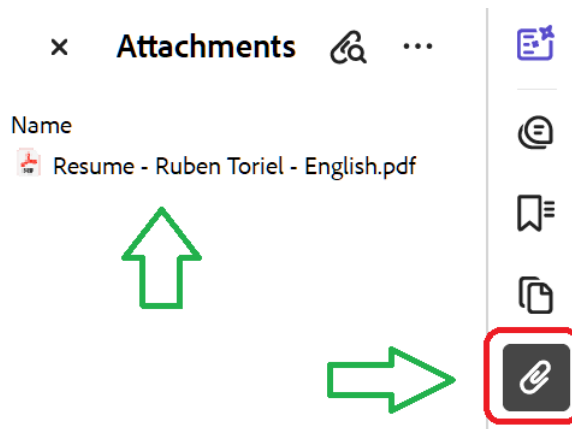
**Buenos Aires, Argentina**

01.2021 – 01.2022

**Summary of My Professional Experience**

In today's digital recruitment environment, where algorithms and automated filters evaluate applications within seconds, I have tailored this CV to highlight my most recent and relevant experience. As a professional aware that ATS systems prioritize conciseness and specific keywords, I present here my latest role to facilitate an efficient initial assessment. However, my professional journey is much richer and more diverse.

Therefore, I have included my full CV as an attached/embedded document within this PDF, where you can explore the comprehensive path that has shaped me into the professional I am today. Each prior experience has contributed unique value and perspective that enrich my current performance and cannot be fully represented in just one, two, or three pages. Please open the document with Adobe Acrobat Reader for best viewing.



**Certifications and Additional Knowledge**

**2024** | Fortinet – NS1, NS2, NS3.  
**2024** | UNC – Graduate Diploma in DevOps.  
**2023** | UNC – Graduate Diploma in Agile.  
**2020** | INAP – Ley Micaela.  
**2020** | Udemy – Learn SQL Developer, basic on 30 min.  
**2020** | Udemy – Basic AWS Course – Learn from Scratch.  
**2020** | Udemy – Online Cybersecurity Program.  
**2020** | IT College – AWS Discovery Day.  
**2019** | RedHat - Red Hat System Administration II.  
**2019** | RedHat - Red Hat System Administration I.  
**2018** | Universidad Tecnológica Nacional - Scrum Master.  
**2018** | Subsecretaria de trabajo del Gobierno de la Ciudad de Buenos Aires - Programa de Experiencia Activa.  
**2016** | pfSense - Rubicon Communications, LLC - pfSense Supplementals I.  
**2015** | pfSense - Rubicon Communications, LLC - pfSense Fundamentals and Advanced Application.  
**2013** | Microsoft - Managing and Supporting a Windows Server 2008 R2 Active Directory Certificate Services (ADCD).  
**2012** | Microsoft - Implementing ForeFront Threat Management Gateway 2010. License 50357B. - Deploying, Configuring, and Administering Microsoft Lync Server. License 10533A.  
**2005** | Linux College - Debian Linux Administrator.

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### Skills

#### Technical:

- **Cloud:** AWS (AIM, EC2, RDS, S3, VPC, Route53, EKS), Azure, Google Cloud Platform (Compute engine), Office 365 y Google Workspace.
- **Operative Systems:** Windows (3.11 a Windows 11/Server 2025), Linux (RedHat, CentOS, Debian, Ubuntu).
- **Data Bases:** Microsoft SQL Server, MySQL, MariaDB, PostgreSQL.
- **Unified Communications:** Microsoft Exchange, Alt-N mdAemon, Zentyal, Zimbra.
- **Hardware and Application Virtualization:** MS Hyper-V, VMware Server/ESXi, Proxmox.
- **Firewalls:** MS Proxy/ISA/TMG, pfSense, M0n0Wall, OPNsense, SmoothWall, Zentyal, Fortinet.
- **Backup Solutions:** Veeam, Altaro, Veritas, Symantec, ARCserve.
- **IP Telephony:** Elastix, Issabel, Asterisk, Lync Server 2010, Coturn, RTP, SRTP, Turn, Stun, WebRTC.
- **DevOps and Methodologies:** ITIL v4, Scrum, Agile, Infrastructure as Code (IaC), ITSM.
- **Management and Monitoring:** PRTG, Zabbix, ServiceNow, Jira, Snipe IT, OSTicket, Jira.

#### Soft:

- Team Leadership
- Effective Communication
- Strategic Thinking
- Conflict Resolution
- Change Management
- Adaptability and Flexibility
- Collaborative and Networked Work
- Results Orientation
- Negotiation Skills
- Decision-Making Under Pressure
- Mentoring and Talent Development
- Autonomy and Proactivity
- Time and Priority Management
- Empathy and Active Listening
- Analytical Skills

**Languages:** English Upper Intermediate, Advanced (EF SET 59/66).