

Rubén Elías Toriel
Management, lead and hands-on on IT 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

My Digital Nomads (*Entertainment Industry*)

IT Team Lead

Team managed: 4 people

Task: Led a globally distributed team of system administrators (primarily EMEA). Managed critical multi-platform infrastructure supporting high-traffic digital services with 24/7 availability. Provided hands-on technical leadership for a distributed SysAdmin team (4 specialists). Administered multi-platform environments (Linux and Windows Server). Oversaw perimeter security, including 5 enterprise-grade pfSense firewalls. Designed and managed corporate VPN architectures. Ensured uptime, service resilience, and operational continuity. Directed incident management and continuous improvement of operational processes. Supported global operations with a primary focus on the EMEA region.

Key Achievements: Redesigned the entire corporate VPN architecture, improving security and connectivity performance. Re-engineered and optimized rule sets across 5 enterprise firewalls, increasing security and throughput with zero service impact. Designed and implemented a professional development and career-growth program for the SysAdmin team, establishing structured technical training paths. Implemented a "Follow the Sun" operational model aligned with ITIL practices, eliminating after-hours on-call duties and enabling true 24/7 coverage with a team of only four people, each working within their local time zone.

Key Technologies: pfSense, Proxmox, Linux, GLPI, Zabbix, Trellix, Bacula, Mattermost, GitLab.

London, England

08.2025 – 03.2026

Administración Nacional de Aviación Civil (*Government*)

CTO - Director of Information Systems and Communications

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.

Buenos Aires, Argentina

08.2024 – 07.2025

Asociación Escuelas Lincoln (*Education*)

Head of Cybersecurity and Networking

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.

Buenos Aires, Argentina

01.2024 – 07.2024

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PwC Price Whitehouse Coopers (Accounting)

Buenos Aires, Argentina

Senior off IT Operations and Support

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)

London, England

Head of IT Infrastructure and Operations for Latin America

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.

SeSocio S.A. PFC (Fintech)

Buenos Aires, Argentina

Head of IT Infrastructure and Operations

01.2021 – 01.2022

Team managed: 2 people

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

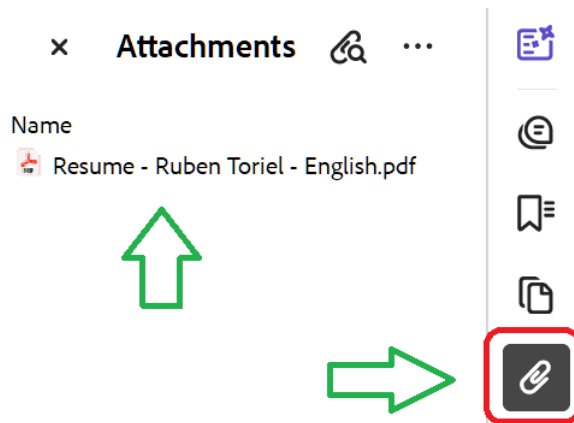
Key Achievements: Migrated full services from Heroku to AWS, reducing costs by 15%. Implemented AWS infrastructure (IAM, EC2, RDS, EKS, S3, VPC, IAM, and security groups). Configured pfSense firewall and VPN interconnections across multiple VPCs. Improved operational efficiency by 25% through process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

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

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.



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Certifications and Additional Knowledge

- 2026** | Anthropic – AI Fluency Framework & Foundations and Claude 101.
- 2026** | Udemy – Gitlab CI CD Hands On - Beginner to Pro - 50 DIY Labs & Docker and Kubernetes - The Complete Guide.
- 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.

Skills

Technical:

- **Cloud:** AWS (IAM, 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).