

Facundo Mariani

SYSTEMS ADMINISTRATOR · LINUX & IT INFRASTRUCTURE

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Live work: gallardopropiedades.com · centrodentalanze.com

PROFILE

Systems Administrator with 5 years across Linux server operation, enterprise networking, Windows administration and bilingual technical support. Runs a production Hetzner VPS end to end — provisioning, Nginx, systemd services, DNS, SSL, security hardening — hosting AI services live 24/7 against real enterprise data for a SaaS serving 2,000+ tenants, including one handling 3,500+ service visits/month. Enterprise background: Cisco-based networks, Active Directory, ISO-aligned SaaS implementations. Bilingual (Spanish native / English full professional).

EXPERIENCE

OfficeTrack

Aug 2024 – Present

Field-service SaaS (Israel, remote) · LATAM & EMEA

AI Development Lead · Infrastructure

Jun 2026 – Present

- Provision, host, and operate every AI system I ship on self-managed Linux servers (Hetzner VPS, Nginx, systemd, SQLite-backed session persistence, HTTPS) — for a platform serving 2,000+ enterprise tenants.
- Run two live services 24/7 against real production data: a self-booking system for El Cuatro TV (a provider handling 3,500+ service visits/month) and an AI form reviewer operating continuously since June 2026.
- Shipped a Diagnostic Copilot approved live by ATC (enterprise telecom client), and integrated every system against the platform's production SOAP API.
- Own uptime, security hardening, and deployment for everything I ship.

Technical Support & Implementation Specialist

Aug 2024 – Jun 2026

- Full-cycle SaaS implementations for enterprise clients: API integrations with ERP/CRM systems, workflow configuration, ISO-aligned processes.
- Bilingual L2 support and remote diagnostics across web and mobile; UAT and escalation to engineering.

Founder & Infrastructure Lead · Part-time

Aug 2025 – Present

Zenith Studio · AI & web development agency

- Operate all production infrastructure for agency clients: Linux VPS (Hetzner), Nginx, PM2, DNS (Cloudflare), SSL, firewall and SSH hardening; self-hosted n8n as the automation and integration engine.
- Diagnosed and resolved a production cost incident: a public endpoint was fetching four full tables — including years of inquiry history — on every visit with caching disabled, burning **6.46 GB/month** of database egress on a small site. Root cause: no column projection plus *no-store* on every fetch. Fixed with a dedicated cached endpoint and moved image storage to Cloudflare R2.
- Delivered and deployed live client systems: Gallardo Propiedades (Next.js + Supabase + R2), an e-commerce with MercadoPago and inventory panel, and Centro Dental Anze (custom domain, automatic HTTPS).

Technical Support Analyst L2

Dec 2021 – Jun 2023

IPTEL · Internet, TV & IP Telephony

- Diagnosed enterprise network incidents (Internet, VoIP, VPN) and escalated with full diagnostic data to network engineering.
- Worked hands-on with Cisco-based enterprise networks: VLAN configuration, SNMP monitoring, DHCP/DNS.

Other roles

2023 – 2024

- **Systems Analyst · Komanda F5** (2024) — KommoCRM implementation and business-process automation.
- **IT Support Specialist · UES Siglo 21** (2023) — L1/L2 support for 200+ users; Active Directory, Windows Server, GPO administration.

SKILLS

Systems & Infrastructure: Linux · VPS Provisioning & Operation (Hetzner) · Nginx · systemd · PM2 · DNS (Cloudflare) · SSL/TLS · Server Hardening (firewall, SSH) · n8n (self-hosted) · Vercel · Web Hosting

Networking & Windows: VLANs · DHCP/DNS · VoIP · SNMP Monitoring · Firewalls · Windows Server · Active Directory · GPO

Support & AI: Jira · ServiceNow · Bilingual L2 Support · SOAP/REST API Integration · Prompt Engineering · AI-assisted Automation

Languages: Spanish (native) · English (bilingual, full professional proficiency)

CERTIFICATIONS

Google IT Support Professional — Google · 2023

Google Cybersecurity (3 courses) — Google · 2024

Google AI Specialization — Google · 2026

Claude Code in Action — Anthropic · 2026 (in progress)