

RONALD REINEIRO URBANO EUSEBIO

(51) 993489509 | ronald@urbano.pe

Specialist in Networks, Virtualization, and On-premise & Cloud Infrastructure with **15+ years of experience** leading IT teams and managing mission-critical environments. Strong background in Linux, containers, monitoring, cloud computing (AWS/Azure), security, and enterprise networking. Demonstrated ability to deliver complex projects, optimize operations, implement cost-saving solutions, and improve system reliability. Recognized for leadership, technical decision-making, service-oriented mindset, and adherence to international standards including **HIPAA** and **ISO 27001**.

PROFESSIONAL EXPERIENCE

ON EMPRESAS (WIN EMPRESAS)

Market-leading B2B Telco in Peru

Solutions Architecture Lead | Dec 2025 - present

- Led multidisciplinary teams in the design and development of AI-driven solutions.

PLAYTECH

Global leader in Live Casino entertainment (Europe, USA, LatAm)

IT Lead | Aug 2024 – Sep 2025

- Led a team of 15 IT professionals in daily operations, infrastructure management, and technology projects for high-availability gaming environments.
- Implemented and administered hybrid infrastructure across on-premise and cloud platforms, improving scalability and performance.
- Managed Linux-based systems, containerized services (Docker), and automated deployments using CI/CD and orchestration tools.
- Designed and maintained enterprise networking, including VLANs, VPNs, firewalling, routing, and security hardening.
- Ensured platform reliability through monitoring and observability tools (Prometheus, Grafana, Zabbix).
- Oversaw cybersecurity, compliance, and risk management processes, successfully supporting ISO 27001 audits.
- Managed vendor relations and IT budgets to optimize service quality and operational costs.
- Collaborated with cross-functional teams to improve system efficiency, troubleshoot technical issues, and enhance user experience.

ACHIEVEMENTS

- Negotiated vendor contracts achieving cost reductions of up to 55%, significantly optimizing operational expenses.
- Implemented standardized Root Cause Analysis (RCA) procedures, improving incident documentation quality and reducing repeat failures.
- Developed and deployed in-house solutions to enhance communication and workflows between Operations and IT, reducing friction and improving service delivery.
- Designed and implemented an NFC-based access control system for dealer authentication, reducing unauthorized access to gaming tables and improving operational traceability.
- Built internal systems that strengthened ISO 27001 audit controls, improving evidence collection, access management, and compliance readiness.
- Negotiated free training programs and technical courses for the IT team through strategic vendor partnerships.

- Enhanced support response times by optimizing workflows, implementing monitoring tools, and automating recurring maintenance tasks.
- Improved infrastructure reliability containerizing critical systems, and strengthening Linux and Windows servers and network configurations.
- Increased cross-department efficiency by creating integrated dashboards, proactive alerts, and communication channels aligned with operational KPIs.

PHILIPS

Healthcare Informatics Service Provider (USA & Middle East)

Healthcare Informatics Engineer | Oct 2011 – Feb 2024

- Led teams of 8–15 specialists supporting mission-critical healthcare infrastructure across multiple regions.
- Administered and optimized Linux environments (RHEL, CentOS, Ubuntu), including storage (LVM, ZFS, EXT4, XFS), patching, upgrades, and security hardening.
- Implemented High Availability clustering, performance tuning, and troubleshooting for distributed systems.
- Deployed virtualization platforms (VMware, Proxmox) and containerized workloads for isolated and scalable application environments.
- Configured AWS and Azure services for hosting medical applications, secure connectivity, and storage.
- Implemented infrastructure automation using Ansible for configuration management and software deployment.
- Built monitoring solutions using Zabbix and Nagios; integrated log management and alerting for proactive issue detection.
- Managed secure remote access and intercontinental connectivity using SSH key-based authentication, VPNs, routing optimization, and firewall configurations.
- Supported web services on Apache and Nginx, implementing HTTPS, certificates, and secure configurations.
- Conducted RCA investigations, documentation, and cross-team coordination to maintain SLA compliance.

ACHIEVEMENTS

- Consistently met SLA targets and maintained high customer satisfaction (“Excellent” ratings).
- Successfully implemented VPN solutions, monitoring platforms, and cloud services supporting medical systems.
- Ensured adherence to HIPAA and ISO 27001 security frameworks.
- Researched and deployed emerging technologies aligned with PHILIPS global standards.

AJE GROUP

Multinational Beverage Corporation (Big Cola, Cielo, Sporade)

Network, Security & Infrastructure Administrator | May 2008 – Dec 2010

- Led infrastructure, networking, and security operations across the corporation, ensuring high availability and continuous improvement.
- Managed troubleshooting and RCA processes to minimize downtime and stabilize critical services.
- Planned and executed IT projects, infrastructure upgrades, and technology investments.
- Implemented Linux-based firewalls and secure network architectures using OpenVPN, IPsec, ACLs, MFA (PAM), and hardened server configurations.
- Automated operational tasks using Python, Bash, and Crontab.
- Deployed corporate email platforms (Google Workspace, Zimbra) and core network services (DHCP, DNS).
- Configured Apache/Nginx, firewall platforms (Linux, OPNsense, Fortinet, Mikrotik), and secure access controls (sudo, iptables).
- Implemented backup and disaster recovery systems, optimizing continuity and security.

ACHIEVEMENTS

- Deployed Asterisk VoIP across 14 countries, reducing communication costs.
- Implemented SIP/RTSP video conferencing for all regional offices.
- Built an enterprise Nagios monitoring system for 50+ servers and 300+ services.
- Passed annual IT audits with zero findings.
- Achieved major cost savings by replacing MPLS with symmetric internet + IPsec tunnels.

CYBERLINE

Linux, Networking & Internet Services Consultancy

Solution Researcher | Jul 2002 – May 2008

Solution Researcher

- Researched, designed, and implemented technical solutions for clients across multiple industries (mining, manufacturing, transport).
- Deployed Linux-based services (Firewall, VPN, Proxy, DHCP, DNS, Samba, HTTP), enhancing security and performance.
- Developed automation and scheduled tasks using Bash/Crontab.
- Implemented enterprise email systems (Postfix, Courier, Dovecot) and intrusion detection (SNORT).
- Participated in presales, technical assessments, and architecture planning for new client deployments.

ACHIEVEMENTS

- Delivered innovative Linux and networking solutions adopted across the Peruvian corporate market.
- Implemented one of the first mobile alert systems for monitoring incidents in Peru.
- Significantly reduced troubleshooting time through optimized processes and tools.
- Improved customer satisfaction and retention through high-quality service and consistent delivery.

BATERIAS ETNA

Manufacturing Company

Trainee | Apr 2001 – Jul 2002

- Supported systems on Oracle databases.
- Implemented services on Linux Red Hat.

ACHIEVEMENTS

- Implemented Firewall, DNS, and company website on Linux.
- Implemented internet contingency with modem and remote connection.

EDUCATION

- Bachelor's Degree in Business and Systems Engineering – Universidad San Ignacio de Loyola
- Technical Professional in Networks and Communications – TECSUP
- ITIL v3 Certified
- **Advanced English**, experience providing technical support in English.

PERSONAL INFORMATION

Peruvian | DNI 41356689

<https://ronald.urbano.pe>