

Rodolfo Chavez Cintora

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Technical Skills

Automation & Scripting PowerShell (Advanced - 13+ years), Terraform, Azure Runbooks, VMware PowerCLI, Python

Active Directory & Identity Management: Active Directory (Design, Automation, Security Hardening), Group Policy Management, DNS, DHCP, PKI, Sites and Services, Single Sign-On (SSO), Federated Services

Cloud & Virtualization Platforms: Microsoft Azure, VMware vSphere, Nutanix AHV, Hyper-V, Windows Server (2003-2022)

Enterprise Technologies & Tools: Office 365, ServiceNow, Git/GitLab, SQL Server, Power BI, Logic Monitor, Certificate Lifecycle Management (AppViewX)

Security & Compliance: IT Infrastructure Security, Access Management, Change Control Procedures

Certifications: HashiCorp Terraform Associate 003 (2024), Microsoft Certified Solutions Associate (MCSA) 2016, Microsoft Certified Professional (MCP) Windows Server 2012

Professional Experience

Intuitive | Mexicali, BC

Automation Systems Engineer (Windows Infrastructure Engineering) | 2024–Present

Active Directory Automation & Security:

- Engineered PowerShell scripts for automated provisioning and configuration of AD objects, reducing manual setup time by 80%
- Implemented automated security controls and compliance monitoring aligned with ISO27001 and CIS benchmarks
- Developed cross-domain data synchronization automation, eliminating manual processes and improving data consistency by 90%

Infrastructure Automation & Monitoring:

- Deployed automated monitoring and alerting systems using ServiceNow dashboards for proactive AD issue identification and resolution
- Implemented GoAnywhere SFTP and AppViewX PKI certificate lifecycle management, enhancing security posture and automation capabilities

Documentation & Collaboration:

- Created comprehensive technical documentation for automation processes and procedures in Confluence
- Collaborated with cross-functional teams to gather requirements and provide technical guidance on AD automation initiatives

Intuitive Surgical | Mexicali, BC

Systems Engineer (Windows Infrastructure Engineering) | 2021–2023

- Authored **PowerShell Scripts** for automated monitoring of 1,800+ Windows servers, cutting incident response time by 35%.
- Built GUI tools with **PowerShell Universal/WPF** to empower junior admins, reducing Tier-1 support tickets by 20%.
- Led VMware PowerCLI scripting for capacity planning, optimizing resource allocation for critical medical device systems.
- Partnered with cross-functional teams to deploy Windows Server 2019 upgrades, ensuring zero downtime during transitions.
- Management of Active Directory environments (setup, decommission, troubleshooting, best practices, security hardening, etc.)

Poly (formerly Plantronics & Polycom) | Tijuana, BC

Cloud and Systems Administrator | 2020–2021

- Automated cloud migration workflows using PowerShell, accelerating application deployment by 30%.
- Designed Azure-based solutions for business units, improving scalability for 10+ enterprise applications.
- Provided Tier-2 support for VMware/Hyper-V environments, resolving 50+ high-severity issues.

Gulfstream Aerospace | Mexicali, BC

Windows Administrator Sr./Team Lead | 2012–2020

Large-Scale Infrastructure Automation:

- Managed 1,800+ Windows servers achieving 99.9% uptime through proactive PowerShell-based monitoring and automation
- Engineered automated DHCP infrastructure redesign reducing network outages by 45%

Reporting & Process Automation:

- Developed comprehensive PowerShell reporting solutions enabling data-driven decision making
- Implemented change control procedures and access management protocols aligned with IT security best practices

Team Leadership & Strategy:

- Led team of junior administrators and collaborated on IT strategy execution in cost-effective and timely manner
- Mentored team members on PowerShell scripting and automation best practice

Additional Qualifications

Project Management: Experienced with project management methodologies including change control and IT strategy execution

Emerging Technologies: Continuously researching and implementing new automation technologies and trends

Cross-Functional Collaboration: Proven ability to work with diverse teams to gather requirements and deliver technical solutions

Documentation Standards: Strong technical writing skills with emphasis on process documentation and knowledge transfer

Education

BS in Computer Systems Engineering

Mexicali Institute of Technology | Mexicali, BC | 2002