

JORGE ESQUIVA LLOBREGAT

Systems Administrator | z/OS Mainframe Operations | Dynatrace | Linux

PROFESSIONAL PROFILE

Systems administrator experienced in monitoring and supporting business-critical 24/7 banking environments. Daily use of Dynatrace, ALMA, ServiceNow and ESCWA to investigate alerts, manage incidents and monitor batch workloads across Linux and IBM z/OS mainframe infrastructure. Advanced English and regular coordination with international technical teams.

PROFESSIONAL EXPERIENCE

Systems Administrator | Jan 2026 - Present

Infortec | Assignment: Santander Digital Services

- Provide 24/7 monitoring of business-critical banking infrastructure with Dynatrace.
- Manage incidents in ALMA and ServiceNow, prioritizing by criticality and tracking SLAs.
- Monitor batch workloads through ESCWA, identifying failed jobs, delays and dependencies.
- Perform initial investigation of CICS, batch and service alerts across Linux and IBM z/OS.
- Use CyberArk and VDI for secure access; escalate to specialized international teams.

Technical Support L1 | Apr 2024 - Jan 2026

Fever | Remote

- Monitored and resolved incidents in a distributed 24/7 production environment.
- Investigated alerts, escalated to engineering, tracked SLAs and documented work in English.

Administrative & Customer Support | Feb 2023 - Apr 2024

Centaurus

- Followed up operational incidents and supported users in Spanish and English.

Administrative Assistant | Oct 2020 - Jan 2023

PCR Promens | Netherlands

- Coordinated daily in English within an international industrial environment.

TECHNICAL PROJECTS

Staging and production home lab: VMware, Linux, Docker Compose, Nginx, Portainer, Uptime Kuma, logrotate and Cloudflare Tunnel.

Booking platform and APIs: Node.js, Express, Prisma, PostgreSQL, JWT, AWS EC2, Docker and Nginx.

EDUCATION

- Higher Technician in Networked Computer Systems Administration (ASIR) - CIFP César Manrique
- Full-Stack Web Development Bootcamp - Ironhack, Netherlands

CONTACT

Barajas, Madrid (Spain)

Phone: +34 603 01 33 71

Email: jorgeesquivait@gmail.com

LinkedIn | Portfolio | GitHub

TECHNICAL SKILLS

MAINFRAME & OPERATIONS

- IBM z/OS
- CICS and batch processing
- ESCWA
- 24/7 operations
- Incident management and escalation

OBSERVABILITY & ITSM

- Dynatrace
- ALMA
- ServiceNow and SLAs
- Alert investigation and correlation
- Uptime Kuma

SYSTEMS & INFRASTRUCTURE

- Linux: Ubuntu and AlmaLinux
- Windows Server
- VMware and VirtualBox
- CyberArk and VDI
- systemd and logrotate

CLOUD & CONTAINERS

- AWS: EC2, S3 and IAM
- Azure fundamentals
- Docker and Docker Compose
- Nginx and Cloudflare Tunnel

TOOLS & DATA

- Git and GitHub
- PostgreSQL, MongoDB and SQLite
- Node.js, Express and Prisma

LANGUAGES

- Spanish - Native
- English - Advanced, used daily at work