

LEONARDO GARCÍA REAÑO

SENIOR SYSTEMS ADMINISTRATOR

IT INFRASTRUCTURE & CLOUD

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PROFESSIONAL PROFILE

Computer Engineer with more than 17 years of experience in technical support, systems administration, IT infrastructure and cloud technologies. Specialized in Microsoft Azure, Microsoft 365, Active Directory, VMware, Hyper-V, Intune and Entra ID.

Experienced in managing more than 150 virtual machines and supporting corporate environments with over 300 users. Focused on automation, cybersecurity, continuous improvement and business continuity.

Computer Engineering degree officially recognized in Spain.

PROFESSIONAL EXPERIENCE

May 2023 –
Present

Senior IT Systems Administrator | CMR Group

- Managed Microsoft Azure, Entra ID, Intune and Microsoft Defender environments following Zero Trust security principles.
- Administered and maintained more than 150 virtual machines across VMware vSphere and Hyper-V platforms.
- Managed Active Directory infrastructure, Group Policy Objects (GPOs), permissions and access controls for more than 300 users.
- Led Microsoft 365 administration, including Exchange Online, Teams, SharePoint, licensing, MFA, DLP and security policies.
- Automated administrative tasks using PowerShell, reducing manual effort and improving operational efficiency.
- Managed VPNs, SSL certificates, backup systems and endpoint security solutions.
- Collaborated with Microsoft, Telefónica and other external vendors to ensure service availability and business continuity.
- Participated in infrastructure growth initiatives, performance optimization and cybersecurity improvements.

January 2019
– April 2023

System Administrator | Aramark Spain

- Provided on-site and remote technical support to more than 300 employees.
- Administered Active Directory, including user accounts, permissions, security groups and access management.
- Managed Microsoft 365 services, shared mailboxes, distribution lists, Microsoft Teams and SharePoint permissions.
- Administered SCCM infrastructure used for software deployment, updates and endpoint management.
- Installed, configured and maintained Windows workstations, laptops and peripheral devices.
- Supported VPN connections, mobile devices, videoconferencing systems and remote access solutions.
- Assisted in the administration and maintenance of Windows servers and corporate IT infrastructure.
- Participated in backup management, disaster recovery procedures and business continuity plans.
- Diagnosed and resolved hardware, software, network and security-related incidents.
- Contributed to process improvement initiatives and the standardization of operational procedures.

June 2016 –
January 2019

Technical Support Engineer | Telefónica Spain

- Provided on-site and remote technical support to more than 200 users.
- Diagnosed and resolved issues related to Windows, Microsoft Office, printers, email services and business applications.
- Configured and maintained desktop and laptop computers.
- Managed user accounts, password resets and access permissions.
- Resolved network, VPN and connectivity issues.
- Installed, configured and updated software in accordance with corporate standards.
- Collaborated with IT teams to resolve complex technical incidents.
- Maintained accurate incident records and technical documentation.
- Developed strong communication, problem-solving and customer service skills.

March 2009 –
June 2015

IT Support Technician | IPASME (Venezuela)

- Provided on-site technical support to more than 250 employees and administrative staff.
- Diagnosed and resolved hardware, software and network-related incidents.
- Installed, configured and maintained desktop computers, laptops, printers and peripheral devices.
- Supported Windows operating systems, Microsoft Office applications and email services.
- Managed user access, password resets and daily technical support requests.
- Performed preventive maintenance and hardware upgrades.
- Participated in the deployment and configuration of new workstations and IT equipment.
- Maintained inventory records and technical documentation.
- Collaborated with multiple departments to ensure operational continuity and productivity.

TECHNICAL SKILLS

Cloud	Microsoft Azure Microsoft Entra ID Microsoft Intune Microsoft Defender
Operating Systems	Windows Server 2008 – 2025 Linux (Ubuntu, Debian, Fedora, Red Hat) macOS
Virtualization	VMware vSphere Hyper-V
Microsoft 365	Exchange Online Teams SharePoint MFA DLP
Security	Microsoft Defender Fortinet BitLocker SCCM Kaspersky Symantec
Networking & VPN	DNS DHCP OpenVPN Cisco AnyConnect Fortinet VPN
Backup & Monitoring	Veeam PRTG Nagios Splunk
Databases	SQL Server SQL Server Management Studio
Automation	PowerShell HTML
ITSM y Ticketing	ServiceNow Jira Remedy VMTicket

EDUCATION

Computer Engineering Degree

Universidad Mariscal Sucre – Instituto Tecnológico de Occidente. Caracas, Venezuela
Degree obtained in 2015 and officially recognized in Spain.

LANGUAGES

- SPANISH
- ENGLISH

Extensive experience working with technical documentation, manuals and technology platforms in English, including Microsoft, Azure, VMware, Linux and enterprise solutions.

ADDITIONAL INFORMATION

Own vehicle | Driving licences AM, A1, A2, A and B | Immediate availability