

CARLOS ALBERTO NIEVES BATATIMO



Application Support Engineer | DevOps Support
Linux · Backend · Middleware · Incident Management

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https://github.com/Snow20

SUMMARY

L3 Support / Backend Specialist with over 8 years of experience in critical, high-availability environments.

Expert in Linux/Unix, automation (Bash), and SOAP/REST architectures.

Led the migration of the **EDIController** system, ensuring business operational continuity and **availability** through redundant clusters.

Bilingual professional focused on efficient incident resolution and system modernization.

SKILLS

Systems: [Linux](#) [Unix](#) [Bash](#) [SecureCRT](#)

Middleware & APIs: [SOAP](#) [REST](#) [Cluster](#)

Version controls: [Github](#) [Git](#)

Containers: [Docker](#) [Kubernetes](#)

Observability: [ELK Stack](#) [SPLUNK](#)

Languages: [Java](#) [Python](#) [Javascript](#)
[Responsive Web Design](#)

Basic knowledge: [HTML](#) [CSS](#)
[Angular](#) [React](#)
[.NET](#) [Mysql](#)

LANGUAGES

English [B1 Technical Certified](#)

Spanish [Native](#)

CERTIFICATIONS & COURSES

[Developer Certification Suite](#)

freeCodeCamp - 08/2026

- Python Developer (300h)
- JavaScript Developer (300h)
- Front-End Dev Libraries (300h)
- Responsive Web Design (300h)

[B1 English for Developers](#)

FreeCodeCamp - 08/2026

[Cloud Computing](#)

Google Activate

[Linux Fundamentals](#)

CANTV Training Center

EXPERIENCE

Applications and Services Support Specialist

[Telecomunicaciones Movilnet. C.A](#) 📅 12/2017 – 01/2025 📍 Caracas, Venezuela

- Resolution of critical L3 incidents involving SOAP/REST applications in Linux environments, reducing mean resolution times through Bash automation.
- Second level technical support for applications and services.
- Maintenance and alarm creation in unix for applications.
- Technical support for the EDIController application (financial file transfers).

POS Operations Analyst

[Banesco Banco Universal. C.A](#) 📅 04/2016 - 06/2017 📍 Caracas, Venezuela

- Management of technical visits to POS (Point Of Sale) devices.
- Management, replacement and withdrawal of POS (Point Of Sale) devices at regional level.
- Attention and analysis of each management to the commercial agents.

Junior Web Developer

[Millennium web design. C.A.](#) 📅 01/2016 - 04/2016 📍 Caracas, Venezuela

- Design & development of Websites.
- SEO & SEM.
- Maintenance of websites and social networks.

Technical support and programmer

[DRIVERS, SYSTEM & PARTS. C.A.](#)

📅 02/2014 - 09/2014 📍 Caracas, Venezuela

- First and second level technical support.
- Customer service.
- Design & development of a personnel time management application.
- Advice & consulting to clients with respect to systems and technical support.

EDUCATION

Professional Certificate: Web Application Development (IFCD0110)

[SEPE / Ministry of Labour \(Spain\) — 560 hours | 2026](#)

- Official state qualification covering web component integration, server deployment, and layout optimization. Includes 80 hours of professional internship.

(TSU), Computer Technology/Computer Systems Technology

[Instituto Universitario de Tecnología Venezuela | 2015](#)

PROJECTS

Fenrirsoft Digital Agency

📅 2024 📍 Caracas, Venezuela

🔗 <https://linktr.ee/FenrirsoftDigitalAgency>

Founder of a startup agency focused on web development and digital marketing for small businesses.

Proyecto Edicontroller

📅 2021 📍 Caracas, Venezuela

Technical Leadership – EDIController Project: I led the upgrade of the banking file transfer platform, implementing a redundant cluster that guaranteed 100% business continuity during node failures.

Process Optimization: Designed and developed an internal application for personnel time management, significantly improving productivity within the Treasury and Payroll departments.

WebSites:

Spazioholic - Designed and developed the corporate website for Spazioholic Spa.

Handy Friends - Designed and developed the corporate website for a Handy Friends

MR Abogados Asesores - Designed and developed the corporate website for a Buffet