Marc Rodriguez Limpangog

Web infrastructure · IT operations · N2/N3 support

Service continuity, technical support and web platforms

Manresa · Barcelona · Remote
hola@marcrodriguez.com · linkedin.com/in/marc-rodriguez-it

18 years in SaaS / EdTech

+200 domains, DNS and email

+10 production servers

+2,000 incidents resolved

PROFILE

IT professional with 19+ years of experience in systems administration, technical support, web infrastructure, digital services, domains, corporate email, cloud and platform maintenance. Particularly strong in IT support N2/N3, DNS, email, servers, AWS, Google Workspace, WordPress, basic security and service continuity.

IMPACT AND WORKING STYLE

- Resolve incidents without confusing users and explain technical problems in plain language.
- Keep services stable, secure, documented and prepared for continuity.
- Look after web infrastructure, DNS, email, backups and critical services with practical judgement.
- Apply AI and automation where they bring real value, with human supervision.

CORE STACK

Linux · Windows · Apache · PHP · MySQL/MariaDB · AWS EC2 · Route 53 · DNS · SSL/TLS · Google Workspace · SPF · DKIM · DMARC · WordPress · HTML · CSS · JavaScript · UI/UX · Backups · Monitoring · Applied AI

MAIN EXPERIENCE

2026 - PRESENT

Founder & technical lead

Arrelam

Independent web development and maintenance studio for businesses, professionals and local projects: corporate websites, WordPress when it fits, hosting, DNS, SSL/TLS, backups, corporate email, UI/UX design, accessibility and direct support.

2007 - 2025

Systems administration, IT support & DevOps

Clickedu

18 years in education technology combining N2/N3 technical support, systems administration, web infrastructure, cloud, basic security and care for internal and external clients.

SELECTED RESPONSIBILITIES

- Support for clients, schools, businesses and internal teams across systems, access, permissions, email, DNS, domains, web and digital services.
- Administration and maintenance of Linux and Windows environments, Apache servers, PHP applications and MySQL/MariaDB databases.
- Management of AWS EC2, Route 53, SSL/TLS certificates and services tied to web environments.
- Administration of 200+ domains, DNS, corporate email and SPF, DKIM and DMARC configurations.
- Maintenance of 10+ servers with monitoring, backups, deployments and preventive maintenance.
- Management of access, permissions, basic security and data protection in environments with sensitive information.

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EARLIER EXPERIENCE

2006 - 2007

Technician / Programmer (internship)

Fundació Universitària del Bages

Programming, technical maintenance, incident resolution and IT assistance.

2004 - 2006

IT teacher on municipal courses

Ajuntament de Manresa

Training adults in digital skills, office software, practical internet use and digital safety.

2002

Junior IT technician (internship)

OFIMAT

First internship in IT support and basic technical tasks.

PERSONAL PROJECTS

Arrelam

Independent studio for corporate and informational websites: WordPress, maintenance, security, performance, DNS, corporate email, hosting, digital accessibility and technical support.

Catalunya Oculta

Content website on the history, mysteries, legends and cultural heritage of Catalonia. Web structure, digital storytelling, maintenance and self-managed project.

EDUCATION & CERTIFICATIONS

- Higher Technician in Computer Systems Administration - IES Lacetània
- Baccalaureate - IES Lacetània
- Digital Accessibility Audits - weAAAre!
- Elements of AI - University of Helsinki / MinnaLearn
- AI: Interactions & Prompts - Universidad de Palermo / Coursera

LANGUAGES

Catalan native · Spanish native · Technical intermediate English

CORE STACK

Systems

Linux · Windows · Apache · PHP · MySQL/MariaDB · Backups · Deployments

Cloud/DNS

AWS EC2 · Route 53 · DNS · SSL/TLS · Hosting · Domains

Email

Google Workspace · SPF · DKIM · DMARC · Deliverability

Web

WordPress · HTML · CSS · JavaScript · UI/UX · Accessibility · Performance