

Jaume Sabater

Former CTO-level systems engineer, now vocational IT instructor

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Profile

Former CTO-level systems engineer and current IT educator with 15+ years of experience architecting and operating business-critical ERP, CRM and e-commerce SaaS platforms.

Combines a decade of executive leadership managing **€200M** budgets with active engagement in IT vocational training and continuous technical development.

Proven track record of modernising legacy estates to both on-premise and cloud-native IaC, with a focus on mentoring future professionals and translating complex technical strategies into practical learning.

Core Competencies

Infrastructure & Cloud: Proxmox, Docker, CI/CD pipelines, Infrastructure as Code (IaC)

Data & Integration: ERP/CRM architecture, ETL, REST APIs, database design and operations

Quality & Observability: Grafana, Prometheus, Loki, Sentry, TDD, Domain-Driven Design (DDD)

IT Service Management: ITIL best practices, SLA/KPI design, incident resolution

Leadership: Agile/Scrum, team coaching, vendor management, strategic budgeting

Experience

Vocational IT Instructor , CIFP Francesc de Borja Moll – Palma, Spain	Sept 2025 – June 2026 10 months
Delivering advanced vocational training in Systems Administration, Web Application Development, and Cybersecurity, with a focus on bridging industry best practices like secure deployment pipelines, container orchestration, and TDD into the classroom.	
• Instruction: Guide students through real-world scenarios, emphasising system reliability, automation, and security. • Infrastructure advisory: Provided technical consultation and validation to faculty transitioning to Proxmox VE, reassuring the team on the viability of the path and defining a strategy to move beyond legacy hardware. • Strategic proposal: Authored a technical proposal for a scalable Proxmox cluster to expand student capacity for practical exercises. • Open Source & Localisation: Championed the adoption of open-source tools and European software providers, advocating for these values among both students and teaching staff to foster cost-effective, sovereign solutions.	

Senior Systems Engineer, Andromeda Solutions – Palma, Spain

Sept 2025 – June 2026

Focused on maintaining system reliability, optimising backend performance, and driving automation for the SaaS platform (concurrently with teaching role above).

10 months

- **Reliability & Operations:** Ensured 99.5%+ uptime for the production environment by managing Proxmox infrastructure, automated backups, and rapid incident resolution.
- **Backend & DevOps:** Led backend development and CI/CD pipeline maintenance (GitHub Actions, Ansible, Pyinfra) to ensure seamless deployment and code quality.
- **Performance & Architecture:** Expanded and optimised the asynchronous task queue architecture, decoupling high-load operations to significantly improve throughput and reduce request latency. Continued database tuning and query optimisation to maintain low latency (<50ms) and system responsiveness under load.
- **Security & Compliance:** Enforced security best practices across the infrastructure and application layers, ensuring data integrity and regulatory compliance.
- **Technical mentorship:** Provided advanced technical guidance to junior engineers and interns, leveraging vocational training experience to accelerate team skill growth.

CTO & Senior Systems Engineer, Andromeda Solutions – Palma, Spain

July 2023 – Sept 2025

Led strategic IT direction for a Python-based SaaS platform serving ~150 customers across 5 industry verticals.

2 years 3 months

- **Infrastructure modernisation:** Redesigned architecture using Proxmox virtualisation and IaC (Ansible, Pyinfra), achieving 99.5% uptime and cutting onboarding time from days to hours while reducing costs by **50%**.
- **Team building & Mentorship:** Managed a distributed team of **12** and mentored **8** junior developers through internships, successfully transitioning the majority into full-time roles to build a sustainable talent pipeline.
- **Architecture & Performance:** Spearheaded the migration from monolithic to vertical-slice architecture, optimising asynchrony and queries to slash response times from **3s to 600ms**.
- **ITSM & Observability:** Outlined onboarding processes, support documentation, and ITSM workflows to drive MTTR from days to hours. Implemented Grafana and Sentry for proactive monitoring.
- **API strategy:** Designed versioned REST APIs (Swagger/OpenAPI) adopted by multiple travel agency partners.
- **Process optimisation:** Introduced DevOps best practices, boosting deployment frequency from weekly to daily to multiple times a day.

General Manager, Consell de Mallorca – Palma, Spain

July 2015 – July 2023

Directed a public infrastructure organisation of ~220 members with a budget of ~€200M, covering road networks, SCADA, CCTV and data-centre assets.

8 years 1 month

- Restructured the department chart and re-arranged working spaces, and migrated CRM and procurement and asset-management to cloud, resulting in project throughput increase of **300%** and budget execution rate increase of **50%**.
- Rolled out ITSM framework across the service desk, leading to ticket resolution wait time reduction from **9 months to 3 weeks**.
- Negotiated multi-year vendor contracts, achieving **50% cost reduction**.
- Approved and monitored earnings and expenses.
- Provided legal counsel for the Executive Office of both the President and the Vice-president.

Systems Administrator and Full-stack Web Developer, Andromeda Solutions – Palma, Spain Feb 2014 – July 2015
1 year 6 months

Contributed to the development of a Python-based ERP, CRM and site builder SaaS aimed at tourism and yachting companies.

- Systems administration, including PostgreSQL and Apache.
- Expanded the existing Python-based Web Services API with endpoints to be used by the site builder tool.
- Developed a site builder tool based on Drupal CMS that used the Web Services API to populate results.

Partner, Head of IT, IT/VoIP Consultant, eConcept Sistemas – Palma, Spain Oct 2008 – Jan 2014
5 years 4 months

In a partnership, served as Head of IT in a software factory, which eventually led to managing a spin-off company specialising in systems engineering.

- Delivered comprehensive systems engineering services to customers, including database clusters, server farms, high availability and load balancing solutions, networking, and Internet services. Established a partnership with Zimbra Collaboration Suite.
- Consulted on Information Technology and VoIP solutions for tourism companies and universities.
- Led an IP telephony project, based on FreeSWITCH and featuring a Python-based web UI, that provided virtual switchboards to resellers.

Early career, Various employers June 1998 – Sept 2008
10 years 4 months

Previous roles encompassed systems administration, web development, and project management.

- Designed and implemented solutions for Internet services, including Voice over IP, email, DNS, web servers, monitoring, and backup operations.
- Enhanced e-commerce website systems with a focus on stability, scalability, and performance.
- Led development projects, such as an online car hire and booking management platform.
- Assembled and managed development teams from inception to project completion.
- Created and maintained ERP software tailored for the hotel industry.
- Developed a yield management application to predict flight occupancy.
- Provided customer support and performed system administration duties, including domain controllers, user accounts, permissions, and security.

Education

Universidad Católica de Ávila, Engineer's Degree in Computer Science Oct 2016 – June 2017

Universitat de les Illes Balears, Postgraduate Degree in Business Management Oct 2006 – June 2007

Universitat de les Illes Balears, Bachelor of Technology in Computer Science Oct 2000 – June 2005

Sant Josep Obrer, Systems Administration in Computer Science Oct 1997 – June 1999

Certificates

Certificate of Proficiency in English (C2) – Escola Oficial d'Idiomes de Palma Jan 2004

The highest-level certificate offered by Cambridge English Qualifications, recognising a C2 level of English proficiency according to the CEFR.

Certificate of Catalan Language Proficiency (C1) – Universitat de les Illes Balears Sept 2025

Official certificate offered by the Direcció General de Política Lingüística of the Govern de les Illes Balears, recognising a C1 level of Catalan language proficiency according to the CEFR.

Achievements

- Major restructure of the ~220 people Infrastructure Department that allowed it to execute the biggest number of projects per year in its history and to reduce the wait time of requests by citizens to historical minimums.
- Consolidated an array of services into a cohesive, integrated, on-premise solution based on virtualisation and IaC practices, and automated the setup of new customer accounts and the management of its lifecycle. This allowed the company to expand its customer base and services, and accelerate software development in a cost-efficient manner.

Languages

Catalan: Professional proficiency (native)

English: Professional proficiency (C2, Cambridge)

Spanish: Professional proficiency (native)

Hobbies

Interests: Reading, opera and jazz, coaching volleyball, beach volleyball

Glossary

IaC: Infrastructure as Code

ITSM: IT Service Management

MTTR: Mean Time To Repair

DDD: Domain-Driven Design

TDD: Test-Driven Development

ERP: Enterprise Resource Planning

CRM: Customer Relationship Management

SaaS: Software as a Service

CI/CD: Continuous Integration / Continuous Delivery

ETL: Extract, Transform, Load

API: Application Programming Interface

REST: Representational State Transfer

SLA: Service Level Agreement

KPI: Key Performance Indicator

VoIP: Voice over Internet Protocol

CMS: Content Management System

DNS: Domain Name System

SCADA: Supervisory Control and Data Acquisition

CCTV: Closed-Circuit Television

CEFR: Common European Framework of Reference for Languages