CARLOS FERRABONE

TECHNICAL PROJECT MANAGER & SCRUMMASTER® | FOSS & SYSTEMS DELIVERY

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EXECUTIVE PROFILE

Strategic Technical Leader and Certified ScrumMaster® (CSM) with 19 years of experience orchestrating complex IT service delivery and mission-critical operations. Uniquely bridges enterprise-grade stakeholder governance and hands-on systems literacy across Linux, Wayland, Rust, Python, and Docker. Proven record of directing regional engineering teams, enforcing 100% SLA compliance, and executing high-stakes projects with transparent, community-driven communication.

CORE COMPETENCIES

Methodologies: Agile & Scrum, ITIL Service Delivery, SLA & KPI Management, Root Cause Analysis (RCA), Change & Risk Management, Open Source Contributor Governance

Systems & Tech: Linux Systems (Arch, Gentoo, Fedora, Debian), Wayland Ecosystem & Compositors (Niri, Smithay, winit), Rust, Python (PySide6/Qt, Playwright, Flask, FastAPI), Docker, Nginx & Reverse Proxies, Git & Upstream Workflow (PR review, rebase, CI), Local AI & LLMs (Ollama, Gemini API, Prompt Engineering), Bash Scripting & TUI Development, Network Infrastructure (WireGuard, DNS, Pi-hole)

OPEN SOURCE & COMMUNITY CONTRIBUTIONS

Freenode IRC & Open Source Communities — Community Technical Support & Window Manager Troubleshooting — Community Veteran

Linux • Fluxbox • Fedora • IRC • Documentation | *Link: https://freenode.net*

- Spent years mentoring Linux newcomers and power users in Freenode IRC channels (#fluxbox and #fedora-es), triaging X11 configuration issues, writing guides, and assisting open media projects like Miro (Participatory Culture Foundation).

Niri Community / Accessibility — feat(zoom): Multi-monitor isolation, spring transitions, and accelerated controls — Collaborative Upstream PR

Rust • Wayland • Smithay • Animation Physics | *Link: https://github.com/Atan-D-RP4/niri/pull/2*

- Contributed +562/-8 lines in Rust implementing multi-monitor framebuffer isolation (zero overhead on secondary displays), per-output spring physics transitions, and temporal key acceleration for smooth screen magnification.

Niri Wayland Compositor — backend/winit: Release held keys on lost focus — Merged Upstream

Rust • Wayland • winit • Input Subsystem | *Link: https://github.com/niri-wm/niri/pull/4731*

- Eliminated stuck modifier key state in nested Wayland sessions by intercepting focus-loss events and dispatching synthetic key-release events across input queues, preventing unpredictable input behavior.

Niri Wayland Compositor — Add cursor: hide-host-cursor config option for nested sessions — Merged Upstream

Rust • Wayland • KDL Config • Graphics | *Link: https://github.com/niri-wm/niri/pull/4719*

- Added dynamic cursor configuration option in KDL parser and winit backend to hide duplicate host cursors during nested compositor development, supporting zero-downtime live configuration reloads.

KEY TECHNICAL PROJECTS & TOOLING

PKB-SMS-Assistant — broli/PKB-SMS-Assistant

Python • PySide6 • GoTo Connect API • LLMs • Local Cache

- **AI-assisted desktop messaging client integrating GoTo Connect API & PySide6:** Architected a local PySide6 desktop assistant connecting to telephony APIs, leveraging LLMs to draft contextual, professional customer replies and doubling customer satisfaction ratings.

pkb-daily-logs — broli/pkb-daily-logs

Python • Playwright • Buildertrend API / Web • LLMs • Process Automation

- **AI-powered automated construction log generation & Buildertrend sync:** Developed an automation pipeline using Playwright and generative AI to synthesize messy field updates into formal daily logs, eliminating 3+ weekly hours of manual entry and achieving 100% SOP compliance.

niri-screenshot-daemon — broli/niri-screenshot-daemon

Rust • Wayland IPC • UNIX Sockets • Satty

- **Event-driven multi-session screenshot watchdog for Niri Wayland compositor:** Architected a zero-overhead Rust daemon connecting to Niri's IPC stream, verifying sub-millisecond storage flushes and forwarding nested Wayland session captures to host display for instant annotation.

run-proton-tui broli/run-proton-tui

Go • Bubbletea / Lipgloss • Linux • Proton / Wine • Hardware Detection

- **Modular, cross-distro Proton game launcher helper with interactive TUI:** Built a high-performance terminal utility in Go providing interactive configuration, Steam runtime isolation, and hardware-aware optimizations for running Windows games cleanly on Linux.

PROFESSIONAL EXPERIENCE

Automation Engineer | Payless Kitchen Cabinets and Bath Makeover Aug 2026 - Present

- Engineered robust API integrations between cross-functional business platforms (CRM, production software, VoIP), ensuring real-time data synchronization and eliminating data corruption.
- Implemented AI-native developer workflows, pairing daily with AI coding agents and automating GitHub and Linear tracker status updates to maintain real-time visibility across sprint releases.
- Architected and deployed custom Python/AI automation scripts that eliminated 26+ weekly hours of manual labor, directly increasing operational profit margins across departments.
- Pioneered computer vision and generative AI pipelines to deliver instant, high-fidelity project visual previews during sales consultations.

Project Manager & Workflow Architect | Carpet Wagon Glendale - Payless Kitchens and Baths 2023 - Jul 2026

- Directed end-to-end project lifecycles for remodeling contracts averaging $15k+ each, achieving a 100% under-budget delivery rate and maintaining profit margins consistently above the 65% target.
- Accelerated project delivery velocity, successfully completing 75% of all projects ahead of schedule through aggressive resource leveling and predictive vendor coordination.
- Architected custom Python workflow automations (MAterialConfirmation and pkb-daily-logs), saving 3+ hours weekly and driving Daily Log SOP compliance to an absolute 100%.
- Developed PKB-SMS-Assistant, a local generative AI companion app that doubled customer satisfaction metrics regarding project updates and PM responsiveness.

Enterprise Project Manager | Avaya Argentina SRL 2021 - 2023

- Managed a diverse enterprise project portfolio ranging from $35k rapid transactional deployments to $750k+ complex accounts, implementing omnichannel Avaya contact center solutions, IVRs, and AI routing.
- Spearheaded urgent incident response during the critical Log4j vulnerability crisis across multi-tenant enterprise clients, coordinating swift patch deployment with zero security compromises.
- Recognized as the primary operational "firefighter", repeatedly brought in to rescue troubled engagements, de-escalate executive stakeholder friction, and return projects safely to scope.
- Mentored and onboarded incoming project managers on technical telecom topology, risk assessment frameworks, and contract governance.

Regional Service Delivery Manager (LATAM) | Connectis ICT Services S.A. 2013 - 2021

- Directed IT service delivery across LATAM operations, leading 25+ systems engineers and managing a throughput of 500+ monthly support cases under contractual SLA penalties.
- Reduced "First Contact SLA" failures to absolute zero through deep workflow redesign, proactive queue monitoring, and rapid escalation matrix optimization.
- Instituted a new service tracking protocol with regional leadership to capture hidden "ad-hoc" work, uncovering critical unbilled operational scope and properly balancing team capacity.
- Automated daily executive KPI and SLA reporting via Python, Java, and automated data pipelines, saving 10 hours of manual reporting per week and unlocking real-time operational visibility.

Operational Technician & CAM Coordinator | Connectis ICT Services S.A. 2010 - 2013

- Coordinated technical resource dispatch and ticket prioritization while participating actively in Capacity and Availability Management (CAM) review boards.
- Served as technical liaison to the Change Control Board (CAB), performing rigorous impact assessments, risk mitigations, and cross-departmental scheduling.

Production Deployment Technician | Connectis ICT Services S.A. Dec 2007 - Sep 2010

- Executed critical production software deployments, conducted post-release regression tests, managed automated rollbacks, and scripted repetitive release procedures.

Infrastructure Monitoring & Operations (Night Shift) | Connectis ICT Services S.A. Dec 2005 - Sep 2007

- Managed round-the-clock enterprise data center alerts, server health diagnostics, backup tape rotation schedules, and rapid L1/L2 incident triage.

EDUCATION & CERTIFICATIONS

Certified ScrumMaster® (CSM) — ScrumInc (RSM-1010147)

Computer Science Coursework
University Computer Science Studies

High School Diploma (Bachiller)
Instituto Alfonsina Storni (AUPI)

LANGUAGES & HERITAGE

English: Fluent / Professional Working Proficiency

Spanish: Native

FOSS Heritage: BASIC on Commodore 64, Red Hat 7, Fedora 1, decades in Gentoo Linux, Arch/CachyOS daily driver, Freenode IRC veteran (#fluxbox, #fedora-es).