

DAVID E. AMAYA


DATA NETWORK MANAGEMENT TECHNOLOGIST

SUMMARY

Technologist in Data Network Management trained to design data networks based on identified requirements, and applying current methodologies, norms, and standards. Knowledgeable in both server and client Windows and Linux systems. Proficient in managing multiple services such as virtualization, Cloud services, microservices, among others. Possessing a comprehension, reading, and writing level of English. Also, skilled in providing remote and on-site technical support. Additionally, I hold certifications in Networking (CCNA1 and CCNA2) and basic Cybersecurity concepts (Fortinet NSE1).

CONTACT

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EDUCATION

Systems Engineer

National Unified Higher Education Corporation (CUN University)

In progress

Data network management technologist

National Learning Service (SENA)

2022

Systems technique

National Learning Service (SENA)

2016

LANGUAGES

- Spanish - Native
- Conversational English - B1(75%)
- Technical English - C1 (90%)

SKILLS

- **Primary Profile:** Network Infrastructure Management.
- **Secondary Profile:** IT Support and Troubleshooting.
- **Hardware:** Servers, Routers, Switches, Firewalls, Laptops, Desktops & Wireless.
- **Clouds:** AWS, Azure, Linode, Oracle, GCP, Digital Ocean.
- **Containers:** K8S, Docker, containerd.
- **Virtualization:** VMware, Virtualbox.
- **Operating Systems:** Windows, Linux, FreeBSD, Router OS, POS Toshiba, Cisco.
- **Programming Languages:** Python, PowerShell, Bash, CSS, HTML, XML, PHP, JavaScript, Microsoft Power FX.
- **Databases:** SQL, MySQL, SQLite, MariaDB, Elasticsearch.
- **Web Servers:** Apache, Nginx.
- **Monitoring:** Grafana, Prometheus.

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DATA NETWORK MANAGEMENT TECHNOLOGIST

EXPERIENCE

Support Engineer (client, Electronic Arts)

Softtek • Jul 2023 – at present

Functions:

- Check, download and update SSL certificates.
- Handling of requests for access lists
- Creation and Configuration of Load balancers (Application and Network).
- Allowlist (Network Whitelist) management in the Overall corp and external requests.
- Detection of issues, incidents or problems related with infrastructure services.
- Kubernetes cluster management.
- ITIL Request performance
- Changes management in infrastructure services
- Configure and maintain monitoring tools for critical systems and services.
- Develop and fine-tune alerts to identify performance and availability issues.
- Implement effective notifications through Slack and email channels.
- Analyze collected data to optimize the performance of applications and services.
- Collaborate with teams to promptly resolve critical issues.
- Conduct troubleshooting to detect potential faults after identifying anomalies in monitoring.

Functional Experience:

- Extensive experience in execution of deployments and rollback of services.
- Storage Cleaning in microservices, servers and containers.
- Administration of Kubernetes clusters, instances and management of security groups in AWS.
- Proficient in using Terraform for SSL certificate updates.
- Significant improvement in issue detection and resolution through well-configured alerts.
- Successful implementation of notifications, enhancing responses to critical events.
- Continuous optimization of performance through analysis of monitoring data.
- Contribution to downtime reduction through proactive responses.
- Clear and updated documentation on configuration, solutions, and troubleshooting.
- Effective collaboration with teams to enhance overall efficiency in monitoring and troubleshooting.

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DATA NETWORK MANAGEMENT TECHNOLOGIST

EXPERIENCE

Support Analyst

Qvision Technologies • Dec 2022 – Jul 2023

Functions:

- Providing technical support to end and intermediate users.
- Maintaining and managing IT infrastructure.
- Resolving incidents and issues.
- Implementing and updating systems.
- Monitoring and ensuring the security of the infrastructure.
- Documenting and generating technical reports.
- Collaborating and coordinating with other IT teams.

Functional Experience:

- Implemented, configured, and provided support for Azure Active Directory.
- Implemented, configured, and provided Azure Virtual Machines.
- Generated scripts for automated installation of applications and base software (Powershell).
- Captcha management, generation, and removal on GCP.
- Create ssl with nginx and certbot (letsencrypt automated script) for labor certificate server (Linux Server).
- Administration of domains, subdomains and zones (DNS)
- Created a script for automatic backup on the payroll server (Powershell, Windows Server).
- Implemented and configured Docker servers and containers in Azure.
- Provided first-level support to end users.
- Provided second-level support to advanced users (infrastructure).
- Developed PHP code for SMTP email sending (MantisBT tool).
- Email Server Configuration and Administration (Exchange, Plesk)
- Management of Microsoft 365 (Sharepoint, Teams, PowerAutomate, PowerApps)
- Performed constant monitoring of servers and company applications.
- Managed firewall, VPN, and antivirus administration with Sophos and Pfsense Software.
- Managed VPN client software with Sophos Connect and OpenVPN.
- Conducted ongoing monitoring of vulnerabilities in company equipment with email alerts (Sophos Endpoint).

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DATA NETWORK MANAGEMENT TECHNOLOGIST

EXPERIENCE

Level 2 Help Desk Analyst (Client, Comfandi)

ARUS • Jan 2022 – Dec 2022

Functions:

- Receive, register, and document services received through various channels according to the relevant process.
- Ensure the resolution of incidents on first contact to guarantee service availability.
- Escalate cases to the appropriate level using operational models, verification, escalation matrices, and diagnostic activities, ensuring the necessary information for incident resolution.
- Document services in the management tool according to process policies to keep the information up to date.
- Provide timely and appropriate assistance to each user according to service protocols, ensuring service level agreement compliance.
- Propose temporary solutions and process improvements to the knowledge base to support the resolution of recurring incidents.

Functional Experience:

- Creation of Python scripts for deployment and retrieval of information in SQLite databases.
- Development of an application for documentation templates in Oracle Apex Applications.
- Creation of scripts for process automation with PsExec and cmd of Windows.
- Incident management and resolution with Aranda Service Desk via virtual phone with microsip.
- Development and prioritization of requests and/or requirements.
- Active Directory management.
- Handling of accounting and healthcare applications (SAP and MERC [AS400]).
- Closure and backup management in POS TOSHIBA OS 4690.
- Continuous monitoring of the entire network infrastructure with SolarWinds Software.

Independent contractor

Vijes Mayoralty • Oct 2021 – Dec 2021

Functions according to the contract:

- Implementation of a network infrastructure for SENA in Vijes, including respective policies, filtering rules, and perimeter security measures with Mikrotik devices.
- Installation of structured cabling for access points and network points; validation of radio spectrums with uniform coverage with Unify Wireless devices.
- Content filtering upon request.
- Formatting, maintenance, and establishment of policies for a local workgroup of computer equipment (Windows clients).
- Implementation of an open-source monitoring system (Veyon).
- Creation of a Python script to add specific devices to the network with access to social media.

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DATA NETWORK MANAGEMENT TECHNOLOGIST

EXPERIENCE

Level 1 Help Desk Analyst (Client, El Tiempo)

ASIC • Nov 2021 – Jan 2022

Functions:

- Provide prompt and efficient first-level technical support to end-users within the defined SLA.
- Respond to help desk inquiries and tickets within 10 minutes, ensuring timely acknowledgment and initial troubleshooting.
- Diagnose and resolve basic software and hardware issues, focusing on quick and effective solutions.
- Escalate complex or unresolved issues to the appropriate support teams or higher-level analysts within the 10-minute SLA.
- Assist users with account setup, password resets, and access management promptly and efficiently.
- Collaborate with other support teams to ensure seamless escalation and resolution of incidents or requests.
- Maintain accurate and up-to-date documentation of support activities, including troubleshooting steps and solutions.
- Educate end-users on basic troubleshooting techniques and self-help resources to encourage problem-solving at their level.
- Follow established standard operating procedures to ensure consistent and efficient service delivery.
- Adhere to the 10-minute SLA for responding, escalating, or resolving incidents or requests, prioritizing timely resolution.

Functional Experience:

- Achieved a 95% compliance rate in meeting the 10-minute SLA for response and resolution times.
 - Consistently responded to help desk inquiries and tickets within the designated SLA, ensuring prompt and efficient support.
 - Maintained a high first-call resolution rate by resolving basic technical issues within the 10-minute SLA, minimizing user downtime.
 - Effectively escalated complex or unresolved issues to the appropriate teams, facilitating timely resolution and customer satisfaction.
 - Contributed to improving user experience by streamlining account setup, password reset, and access management processes, reducing response times.
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Support and maintenance assistant (3 months contract)

Saint Elizabeth of Hungary Foundation • July 2021 – Sep 2021

Functions and achievements:

- Preventive and corrective maintenance of each office equipment within the organization.
- Remote support and help desk with GLPI.
- Creation, configuration, and implementation of a custom Windows 10 ISO without unnecessary software (bloatware) with NTLite Tool.
- Implementation of a local PXE server for network-based installation of Windows 10 operating system.

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EXPERIENCE

Apprentice in Network Data Management

Saint Elizabeth of Hungary Foundation • Jul 2020 – Jan 2021

Functions:

- Assist in designing and implementing data networks based on requirements.
- Support the configuration and management of network devices.
- Install and maintain structured cabling for efficient network infrastructure.
- Participate in configuring network services such as DHCP, DNS, and VPN.
- Monitor network performance using MikroTik's Dude software.
- Provide technical support to users and resolve connectivity issues.
- Assist in documenting network activities and generating reports.
- Collaborate in researching new network technologies.
- Install and configure Unify access points with Linux Radius Server.

Functional Experience:

- Resolution of compatibility issue between Linux SMB server and Windows clients.
- Resolution of conflict between postfix and mailq services on the mail server (linked with G Suite).
- Implementation of 32 network points at Ciudad 2000 school.
- Identification of service interruptions in network nodes (routers) at various company locations from Dude Monitoring Software.

On-Site and Remote Support

CRCopias • Jun 2016 – Dec 2018

Functions and achievements:

- Provide on-site technical support to company users at their physical locations.
- Diagnose and resolve hardware and software issues on computers, printers, and other technology devices.
- Perform preventive and corrective maintenance on equipment and systems to ensure proper functioning.
- Configure and manage local networks, including the setup of routers, switches, and security devices.
- Assist in the installation and configuration of software, applications, and operating systems.
- Respond to service requests and promptly resolve incidents, following established procedures and service level agreements.
- Provide technical guidance to users, offering advice and training on the use of technologies and tools.
- Deliver remote support to users through remote access tools, efficiently resolving issues and addressing inquiries.

Functional Experience:

- Achievement of my short-term and long-term goals consistently.
- Presentation of ideas to enhance performance and efficiency.
- Implementation of a network repeater to expand the Wi-Fi network and ensure proper communication at one of the company's locations.