Diego Alexander Medina.

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I am passionate about creating positive change through innovative projects, I enjoy solving problems taking responsibility, and helping the team succeed.

Education and qualifications

B.Sc. in Computer Science & IT Management at Technological University Dublin. 2021–2025.

Final Year Subjects: Advance Cloud Networking Cisco, (VMs) with Hyper-V, and Software Defined Networking using ONOS, Mininet, and OpenDaylight. Gained hands-on experience with tools like Wireshark for traffic monitoring. Studied DevOps integration using Azure Pipelines, Cloud Governance, Public and Private Cloud Architecture, Security for Cloud and IoT, Enterprise Performance Architecture, and IT Governance and Quality Management.

• Training Certificate, AWS Academy Graduate – Cloud Architecting. https://www.credly.com/badges/409a85f8-0540-48e4-90bd-dd85399c54c8/linked_in_profile.

Developed a full-stack Infrastructure Dashboard Metric Final Project 2025:

• As part of my final project, I developed a full-stack infrastructure monitoring dashboard using Docker containers, and implemented a CI/CD pipeline for PgAdmin, performance and production environment. The backend was developed with Python backend and the React frontend. I used PostgreSQL for the databases, incorporate replication and migration functionality. Also set up a secure cloud deployment using AWS EC2 to support real time databases replication.

College Projects:

• Developed an e-commerce API using Java and PostgreSQL, with product, user, and order features, plus a simple HTML/CSS frontend, tested with Postman and managed in GitHub.

• Used Python to analyze a COVID-19 dataset of global case records stored in an Excel file. Employed libraries such as Pandas, NumPy, and Matplotlib to create visualizations and perform data analysis, providing clear insights through various charts.

Rental Bike Project:

• Developed a Bike Rental website project, using SupaBase with API Database Technology integration and HTML, CSS, and JavaScript front-end, also worked on Linux integration and tested the application, using Python unit tests.

https://dm2998.github.io/Project-Bike-Rental-Final/public/index.html

• Built a web application using Python Flask and set up a full DevOps CI/CD pipeline in Azure Cloud. Created separate environments for security, Testing UAT, Performance, and Production. Used Docker containers to build, deploy, and monitor the app at each stage.

Tools used in the pipeline included Docker, Apache Benchmark for performance testing, Bandit for security checks, Python unit testing, and generated a coverage report of 97%.

• Portfolio & Website. https://ca2-diego-cg1ct22gd-dm2998s-projects.vercel.app/

• Studied Tableau as part of my academic curriculum and continued learning independently using Salesforce Tableau Public. I applied the knowledge gained from official documentation to create a car inventory dashboard, analysing car sales data across multiple years. Used Python to clean and prepare data from spreadsheets before importing it into Tableau for visualization. Project24DM.-x00191146 | Tableau Public

Rathmines College, Business Advanced, Grade: Distinction. Database Administration Distinction, Spreadsheet Distinction.
Rafael Maria Baral National Experimental University, Venezuela. Gas Engineer.

• Developed strong analytical and problem-solving skills through monitoring gas systems, exploring energy resources, and understanding drilling and extraction processes. it involved applying mathematical and technical knowledge to analyse system performance.

Relevant Experience

IT Security HelpDesk Support – emagine (Jul 2025 – September 2025, Dublin, Ireland – Hybrid - Contract.).

• Provided IT security and technical support, quickly resolving user issues via email, phone, and ticketing.
• Managed Linux/Unix (Ubuntu) systems, ensuring secure remote access through SSH and key-based authentication.
• Supported virtualization infrastructure with Proxmox, administering VMs, networks, and system resources to maintain operational stability.
• Deployed and orchestrated containers using Docker Compose within a Proxmox environment, integrating a CI/CD pipeline with Git and GitLab to automate the deployment of Grafana dashboards for real time Data Centre metrics visualization.
• Worked closely cross the team and document technical resolutions.

Infrastructure Intern, from Jan24 to July 24, Department of Social Protection, Kilmainham East Block, D8, Data Center.

• Provided IT support for desktop hardware, Windows package installations, and remote troubleshooting of end user systems via phone and email.
• Worked with the Cloud Licensing team to support API documentation and testing using Snow Atlas. I used Postman to test API endpoints and wrote Python scripts to request and extract data into CSV files for the manager.
• Gained experience with ticketing systems to track incidents and service requests.
• Worked with SQL Server hosted in virtualized environments to develop and run query scripts, extracting and analyzing data to support issue investigation and resolution requests.
• Created automation scripts with PowerShell and Python to collect and process data, improving efficiency in system monitoring efficiency and supporting testing (UAT).
• Collaborated with the Azure Cloud team to scrape data records using token-based authentication, leveraging Python libraries such as Scrapy and Pandas.

• Worked alongside cross teams to raise awareness of security risks and improve understanding of how to manage access to SaaS tools.
• Helped develop front end improvements on SharePoint, integrating HTML, CSS, and JavaScript to enhance usability.
• Worked within an Agile framework by participating in regular team meetings and sprints. Also obtained ITIL certification and applied its principles to improve processes within the IT management environment.

Sales Assistant, Dunnes Stores, Ashleaf, Dublin 12.
•   Interact with customer, provide recommendations, and ensure their satisfaction.
•   Resolved customer issues quickly and effectively, demonstrating strong communication.

Process Analysts - PDVSA – Refinery of Venezuela.
• Conducted laboratory gas chromatography and data reporting to ensure compliance and performance monitoring.
• Collaborated with engineering, QA, and production teams to coordinate sampling, share results, and resolve process issues.

Interests and achievements
• I am interested in reading books related to technology and science during my spare time.
• I have a great passion for outdoor activities, as Tennis is a key sort that I enjoy and the opportunity to play and compete outdoors.

Skills
•   Proficient in Microsoft Office, including knowledge of Word, Excel, and PowerPoint. Skilled in various technical areas, including Python, Java, Cisco Networking, HTML, CSS, JavaScript, and Operating Systems (Linux/Ubuntu). Experienced with both SQL and NoSQL databases, and familiar with Bash scripting, PowerShell scripting, and command line tools.