

Gabriel Palmar

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EXPERIENCE

Technical Support Lead / Solutions Engineer

Oct 2021–Present

OpenVPN Inc. | Remote — Medellin, Colombia

- Promoted to Support Team Lead, Americas (Oct 2024); lead 4 engineers across multi-product support, owning escalations and SLA-driven operations.
- Handle ~120+ cases/month across Zendesk/Jira; own complex networking cases (routing, DNS, IPsec, SSO).
- Lead pre-sales technical discovery and solution design for enterprise customers; support deal cycles with reference architectures, risk/tradeoff guidance, and implementation plans for secure VPN and hybrid connectivity.
- Own complex PoCs and technical validations; build repeatable deployment/troubleshooting tooling (REST APIs, Bash, Python) to accelerate implementations and de-risk customer decisions.
- Design and validate hybrid/multi-cloud connectivity across AWS/Azure/GCP; resolve routing/NAT edge cases to unblock deployments and improve rollout stability.
- Translate business and security requirements into production-ready architectures, implementing and validating solutions using IaC, CI/CD pipelines, and cloud-native tooling across AWS, Azure, and GCP.

Cisco TAC Engineer – SD-WAN & Unified Communications

Jun 2020–Oct 2021

Cisco — *via Sykes S.A.S* | Remote — Barranquilla, Colombia

- Supported 50+ North American enterprise customers on Cisco SD-WAN; led RCA-driven troubleshooting (OMP routes, control connections) and improved incident response through proactive monitoring/visibility.
- Resolved Tier-2 UC issues (CUCM, Unity, Contact Center, gateways), restoring service and improving call reliability across production environments.

EDUCATION

Rafael Urdaneta University | B.S., Electrical Engineering

Jan 2015–Jun 2019

PROJECTS

HiveBox — Cloud-Native Delivery Reference Architecture

- Built a production-style reference stack: Python (Flask) APIs, Docker, Kubernetes (Helm/Kustomize), GitHub Actions, Terraform, Argo CD; observability with Prometheus/Grafana.

CloudConnexa — Tunnel Health Monitoring & Alerts (AWS)

- Automated tunnel latency/packet loss monitoring (mtr/ping/http) with CloudWatch logging and alerting; infrastructure deployed via CloudFormation.

CERTIFICATIONS

AWS | [Certified DevOps Engineer – Professional](#)

Valid through **Oct 2027**

Cisco | [Certified Network Associate \(200-301 CCNA\)](#)

Valid through **Oct 2027**

SKILLS

Networking & Security: DNS · DDoS/WAF · Firewalls · IPsec · Load Balancing · NGINX Ingress · OIDC/SAML · RBAC · SD-WAN · SIEM · SSL/TLS · TCP/IP · VPNs

Cloud & IaC: Argo CD · AWS (EC2, VPC, IAM, S3, Lambda) · Docker · Google Cloud · Helm · Kubernetes · Linux · Microsoft Azure · NoSQL · Redis · SQL · Terraform · XML · YAML/JSON

CI/CD & Automation: Agile/Kanban · Bash · Dependabot · Git · GitHub Actions · GraphQL · Jenkins · JavaScript · PaaS · Python · REST API · SaaS · SonarQube · Terrascan

Observability & Reliability: CDN · CloudWatch · Datadog · Grafana · OpenTelemetry · Prometheus

Languages: English (Professional) · Spanish (Native) · Portuguese (Basic)