Jesus Otero Lagunes

Telecommunications Specialist

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Education

Long County High School
2009 - 2013

Certifications

JNCIA - DevOps
July 2025

JNCIS - Service Provider
June 2025

JNCIS - Enterprise
March 2025

CCNA
April 2023

Languages

English   **Spanish**

Hobbies & Interests

Homelabbing / Self-hosting
Server Hardware, Web Hosting, Hypervisors, Docker, Storage Arrays

Automation & Scripting
Python, YAML, JINJA, ZTP, Ansible, Git

Website Design
HTML, CSS, JavaScript, Markdown, Nunjucks

3D Printing
G-Code, CAD, Prototyping

Pursuing Certifications
MEF, CCNP, JNCIP

Summary

A highly motivated and adaptable telecommunications engineer with 10+ years experience and a proven ability to troubleshoot and resolve network issues. Passionate about computer networking, and seeking a challenging environment where continuous learning and meaningful contributions go hand-in-hand with a healthy work-life balance.

Work Experience

Sparklight / Hargray

Service Activation Engineer I   June 2024 - Present

Expertly activated new DIA, EPL, and CBH Ethernet services through design, deployment, and testing, ensuring timely project completion. Proactively identified and resolved network constraints to facilitate the deployment of multi-gigabit services. Contributed critical expertise to key company initiatives including billing migration, IP entanglement project, and cross-department training.

Service Activation Technician III   April 2023 - June 2024

Service Activation Technician II   July 2020 - April 2023

Service Activation Technician   May 2017 - July 2020

IT - Helpdesk Analyst   Feb 2016 - May 2017

TAC Support Technician   May 2014 - Feb 2016

Skills

Networking
Design, Addressing, VLAN/VPN, Metro Ethernet, FTTX, Fixed Wireless

Protocols & Technologies
NFS, SMB, FTP, DHCP, OSPF, IS-IS, BGP, MPLS, STP, G.8032, 802.1ad, SIP/VOIP

Systems & Software
Linux, macOS, MS Windows, Excel, Visio, SharePoint, OPNSense, DD-WRT

Vendors & Platforms
Juniper, Accedian, Adtran, Calix, Ciena, Cisco, Incognito, Alcatel-Lucent

Core Competencies
Troubleshooting, Peer Review, Service Activation, Provisioning, Tier 2 Support, Root Cause Analysis, Change Management