

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

Pursuing Certifications

MEF, CCNP, JNCIP

3D Printing

G-Code, CAD, Prototyping

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

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