

# Jesus Otero Lagunes

Network Engineer

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## Languages

English

Spanish

## Certifications

### JNCIA - DevOps

Expires: July 2028

### JNCIS - Service Provider

Expires: June 2028

### JNCIS - Enterprise

Expires: March 2028

### CCNA

Expires: August 2026

## 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, Git

### 3D Printing

G-Code, CAD, Prototyping

### Pursuing Certifications

MEF, CCNP, JNCIP

## Education

### Long County High School

2009 - 2013

## Summary

Telecommunications engineer with 10+ years experience in service provider environments, specializing in the design, activation, and support of complex Ethernet services. Proven ability to troubleshoot and resolve network constraints. 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 II

September 2025 - Present

- Engineered and deployed 500+ new DIA, EPL, and CBH Ethernet services while maintaining a 99% on-time completion rate.
- Maintained a 100% success ratio for all executed network changes.

#### Service Activation Engineer I

June 2024 - August 2025

- Resolved core network capacity constraints, enabling the deployment of multi-gigabit services for over 20+ enterprise clients and carriers.
- Contributed critical expertise to key company initiatives including a billing system migration and IP infrastructure upgrade project.

#### 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, Debugging