

# Jesus Otero Lagunes

Telecommunications Specialist

📍 Metro Atlanta, GA  
📞 843-940-8636  
✉️ [jesus@twk95.com](mailto:jesus@twk95.com)  
🌐 <https://me.twk95.com>  
🌐 <https://linkedin.twk95.com>

## 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

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