

# Juan Carlos Bastidas

## Professional Summary

Experienced Telecommunications Engineer with a decade-long track record in installing, maintaining, and operating broadcast equipment. Specialized in managing intricate technology setups, ensuring seamless on-air broadcasting, and delivering impactful solutions for global events. Proficient in technical support, adept at troubleshooting, and skilled in cross-functional collaboration. Known for adapting to diverse technical landscapes, dedicated to ongoing learning. Strong in configuration management, documentation, and meeting SLAs. Seeking a challenging DevOps role to apply technical expertise and enhance operational efficiency.

## Work History

### Group TVA - Media Operations Engineer

Montreal, QC

04/2011 - Current

#### Project: Migration from Video SDI to IP

Role: Integration Specialist Media-IP

- Successfully coordinated the integration of video (SDI) and audio (Analog, AES) equipment from various vendors (EVS, Sony, Ross Video, Grass Valley, Solid State Logic) into an IP environment, adhering to the SMPTE ST 2110 standard.
- Acted as the primary liaison between vendor teams, ensuring seamless collaboration and equipment compatibility.
- Led testing, troubleshooting, and bug detection alongside production control technicians, guaranteeing the project's robustness and reliability.

#### Project: Overdrive Automated Production Control

- Gathered technical and infrastructure requirements for the implementation of the Overdrive system, aligning them with project objectives.
- Streamlined and unified workflows of diverse production components, including switchers, routing systems, video servers, audio mixers, robotic cameras, and graphics systems, into a single integrated Overdrive structure.
- Successfully implemented Windows servers in a VMware environment, in accordance with technical specifications, ensuring optimal system performance.

## Technical support:

✉ juancagubas@gmail.com  
☎ 4389949550  
📍 Montreal, Québec H2L-5B1

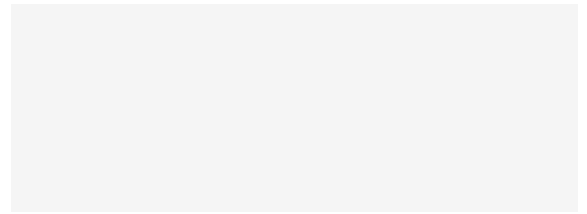
## Technical Skills

- Linux systems administration (Red Hat and CentOS)
- Management of Intel servers (Windows and Unix) and cloud environments
- AWS: (EC2, EBS, ELB, EFS, S3, RDS, IAM, Route53, CloudWatch)
- OSI model
- Scripting (Bash script)
- Intermediate level in Javascript, Basic level in Python
- Network protocols (DNS, TCP/IP, routing)
- Basic knowledge of Kubernetes
- Management of Service Level Agreements (SLA)
- Self-learning
- Adaptability to diverse technical environments
- Specialist in problem-solving
- Configuration management

## Certifications

CCNA (Cisco Certified Network Associate)  
CCNA Security (Cisco Certified Network Associate - Security)  
ITIL Foundation (ITIL - Information Technology Infrastructure Library)

- Conducted software updates, implemented, and commissioned new technologies in a broadcast environment.
- Provided essential support for EVS systems, including IP Director, Evs XT Servers, XSTORE, XTAccess, Database, and Codecs.
- Offered technical support for complex broadcast systems.



*Vivaro Media (formerly Aldea Solutions Inc.) - Network Support Engineer*

Montreal, QC

04/2019 - 04/2021

- **Configuration, Testing, and Implementation:** Proficiently configured, tested, and implemented video and data services for a variety of high-profile sports events, including the Summer Olympics Tokyo 2020 , Copa America Brazil 2019 and Panamerican Games Lima 2019 .These experiences honed my skills in handling complex technology stacks and rapidly adapting to changing requirements.
- **Monitoring and Troubleshooting:** I actively monitored and troubleshooted program distribution, live transmissions, and international events. This involved identifying and addressing network issues, ensuring smooth and uninterrupted operations, and maintaining high-quality service delivery.
- **Incident Management:** I had a pivotal role in the management of incidents, including, opening of trouble tickets with telecom carriers and suppliers. I was responsible for reporting any network failures and tracking maintenance windows. My involvement in following up on trouble tickets ensured the timely resolution of issues and minimized service disruptions.
- **Technical Environment:** transcoding & multiplexing, UDP/RTP, RTMP, HLS, MSS, MPEG-DASH, CDN,RTSP in AWS, Routing ad switching.

*Vivaro Media (formerly Aldea Solutions Inc.) - Broadcast Network Operator*

Montreal, QC

02/2018 - 11/2019

- **Technical Support and Troubleshooting:** I assisted users in resolving technical issues through basic troubleshooting, access investigations, and equipment configuration.
- **Root Cause Analysis:** I conducted root cause analyses, collected essential data, and submitted timely reports to identify the underlying issues and patterns affecting the network's stability and performance.
- **Implementation and Provisioning:** I played a crucial role in the implementation, provisioning, and commissioning of customer-specific solutions. Notably, I contributed to delivering solutions that enabled the global broadcast of the FIFA World Cup in Russia to more than 75 clients worldwide. This project showcased my ability to work with diverse technologies and deliver high-impact solutions under tight deadlines.

*Claro Enterprise Solutions - Change and Configuration Management IPRAN*

Bogota, Colombia

07/2014 - 07/2017

- **Implementation and Configuration Changes:** implementing and managing configuration changes in a complex network environment. This involved deploying and configuring services related to LTE, 3G, 2G, E1 synchronization, and UMTS on aggregation equipment.
- **Testing and Troubleshooting:** I actively conducted testing and troubleshooting activities to ensure the stability and reliability of network services. This experience sharpened my problem-solving skills and my ability to address technical issues swiftly.

*Claro Enterprise Solutions - NOC Support Engineer*

Bogota Colombia

03/2014 - 07/2017

- Kept detailed documentation on each support ticket and added lessons learned to knowledge base.
- Monitored and maintained network and software components according to established guidelines and best practices.
- Collaborated with other network engineers to configure and maintain network monitoring and load balancing.
- Updated internal customers regarding open tickets and status of resolutions.

## *CenturyLink - Technical Service Level Engineer*

Bogota, Colombia

05/2013 - 03/2014

- **Incident Resolution:** I served as an operations engineer in the Assurance area, responsible for incident resolution. This involved verifying, diagnosing, and fixing faults that affected communication services and corporate clients. I took a proactive approach to maintain service reliability.
  - **Equipment Configuration and Inspection:** I conducted configuration and inspection of last-mile equipment, including routers, switches, accelerators from brands such as Cisco, Huawei, Juniper, and Riverbed. This experience underscored my proficiency in managing diverse equipment.
  - **Problem Diagnosis and Resolution:** I diagnosed and resolved problems at the level of Internet Service Provider (ISP) provisioning, working with various technologies, including satellite (Dataplus, Directway, Gilat, Vsat), wireless (Alvarion, Dart, Harris, SAF, Ericsson, Classic II, Airspan), fiber optic (SDH, Lucent Equipments, Nortel), and copper (Keymile, EDA).
  - **Verification and Personnel Management:** I verified efforts in various technologies, coordinated personnel, and provided on-site support for clients to ensure correct and proactive actions to prevent service interruptions. I actively managed and coordinated teams to meet service-level agreements (SLAs).
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## ***Education***

Universidad El Bosque, Colombia - 11/2014

Associate of Science: Specialization in Telematic Network Design

05/2013

Universidad El Bosque, Colombia -11/2014

Bachelor: Electronic Engineering

DevOps Beginners to Advanced with Projects – 2023

AWS Certified Solutions Architect Associate SAA-C03

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## ***Languages***

### **English**



Full Professional

### **French**



Full Professional

### **Spanish**



Native or Bilingual