

JOSÉ GERARDO LAGUNES GARCÍA

Control and Automation Engineer

@ pepe.lag.gar@gmail.com

55 4476 7026

linkedin.com/in/gerardolagunes

ABOUT ME

I have strong emotional intelligence and strategic and empathetic leadership abilities. I am capable of maintaining a positive and calm attitude during challenging situations, allowing me to analyze the situation accurately without becoming stressed. I am always seeking to acquire new knowledge and reinforce the skills I have already obtained.

EXPERIENCE

❖ Support Technician

➤ **Rackspace** 📅 April 2024 - Currently

• Cloud Support

In my current role, I take pride in being the frontline of customer support, where I handle incoming customer queries with dedication and thorough analysis. I identify and resolve issues by conducting in-depth investigations, ensuring I fully understand the nature of the problems, even when they are unfamiliar. My commitment to providing accurate and relevant information often leads me to research extensively before offering solutions or escalating issues through the appropriate channels.

I also manage ticket queues effectively, ensuring that assignments are timely and directed to the appropriate technicians or teams. By coordinating tasks between departments through precise ticket routing, I minimize false alerts and significantly enhance the accuracy of our system monitoring. This proactive approach not only resolves customer issues efficiently but also strengthens overall operational reliability.

- Basic Troubleshooting:
- Manage and troubleshoot DNS records.
- Perform quick diagnostics on Windows and Linux servers, including user management.
- SSL Certificate Management:
- Monitor, track, and suppress alerts.
- Generate alerts, including those from external monitoring tools like CloudWatch.

❖ Proposal Engineer

➤ **Intelite** 📅 June 2023 - March 2024

- IOT Solutions
- Propose and program integrated controllers for smart homes and buildings (BMS).
- Ensure the integration and compatibility of proposed systems with existing and future infrastructures.
- Create user manuals, system diagrams, and other supporting documents.
- Coordinate with suppliers and contractors to ensure that components and services meet project standards and requirements.
- Offer technical support and troubleshoot issues related to controllers, and systems.

❖ Service Engineer

➤ **Ingeniería Operativa**

📅 November 2022 - June 2023

Responsible for the corrective and preventive maintenance of X-ray machines, metal detectors, narcotics and explosives detection equipment. In charge of the X-ray inspection equipment for government agencies located in Terminal 1, Terminal 2, charge and mailing services on the airport, overseeing a total of 19 equipment units.

Since I took over, we have achieved a bi-monthly target of 95% continuous operability.

❖ Programming partner

➤ **Ambientes Táctiles, ATAV**

📅 February 2020 - November 2022

• Home and building automation

I was responsible for programming integrated controllers for smart homes, I provided an immediate response to any client dissatisfaction or requested changes.

EDUCATION

❖ Control and Automation Engineer

➤ **IPN, ESIME Zacatenco**

📅 January 2015 - December 2019

During my degree, I gained knowledge in industrial instrumentation, with a specialization in digital control, Control, instrumentation, and communication of process sensors, actuators, and controllers., Interpretation and creation of technical drawings, engineering documents, electrical diagrams, and control diagrams, Programming and connection using industrial protocols.

SOFTWARE

C++	AutoDesk	Office 365	LabVIEW	
MATlab	TiaPortal	RsLogix	Javascript	
SQL	MongoDB	HTML5	CSS	<u>GCP</u>
NodeJs	<u>Python</u>	Excel	DNS	
AWS Services		Windows/Linux Servers		

LANGUAGES

SPANISH

ENGLISH

JAPANESE