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| **ALBERTO JOSE GONZALEZ ESCALANTE** | | | | |
| **Address:** Dieter-Hildebrandt-Str. 23, Munich, Germany  **E-mail:** [gonzalez.alberto@outlook.com](mailto:gonzalez.alberto@outlook.com/) / [agonza05@gmail.com](mailto:agonza05@gmail.com)  **[Skype:](mailto:agonza05@outlook.comSkype: )** [albgones](mailto:agonza05@outlook.comSkype: )  **Phone:** +4915162979569  Network Engineer with experience managing and troubleshooting multi-vendor environments, providing technical support to data-center and campus networks and ensuring smooth operation of network infrastructure | | | | |
| **WORK EXPERIENCE** | | | | |
| **Network Administrator** | **September 2018 – Present**  PagoNxt Merchant Solutions - Former Wirecard (Munich, Germany)  **Role Description**  Responsible for managing and operating the network infrastructure, solving problems and faults to ensure defined service levels and monitoring network performance and security  **Responsibilities**   * Providing technical information about the network infrastructure in scope * Applying standard change requests according to agreed procedures * Developing, documenting and implementing changes based on requests for change, following agreed change control procedures * Investigating, identifying and resolving network problems and assisting with the implementation of preventative measures * Creating and maintaining network plans for own area of responsibility * Producing configuration templates, topologies and design documentation of networking technologies within the organization * Drafting and maintaining procedures and work instructions for network support * Detecting and diagnosing network problems using network management tools * Making general or site-specific modifications to network equipment * Building and executing pipeline jobs to deploy infrastructure as a code   **Network Infrastructure in Scope**   * Palo Alto Panorama, Palo Alto Next-Generation Firewalls * F5 BIG-IP LTM Load Balancer, F5 BIG-IP DNS Global Traffic Manager * Cisco Switches Catalyst and Nexus, Cisco ASR routers, Cisco ASA Firewalls, Cisco ISE Radius, Cisco ACI Switches, Cisco ACI APICs, Cisco ACI MSO * Meraki Access Points * NetBox (IPAM), Pulse Secure (SSLVPN), ExtraHop (Network Visibility) | | | |
| **Network Support Specialist** | **June 2016 – July 2018**  IBM Services (Brno, Czech Republic)  **Role Description**  Responsible for the provision of network maintenance and support services, to both users of the systems and to service delivery functions  **Responsibilities**   * Investigating, identifying and resolving network problems and assisting with the implementation of preventative measures * Carrying out agreed operational procedures, including network configuration, installation and maintenance * Collecting and reporting on network load and performance statistics * Maintaining the network support process and checking that all assigned requests for support are dealt with according to agreed procedures * Detecting and diagnosing network problems using network management software and tools, working with users, other staff and suppliers as appropriate * Providing technical information about the systems * Making general or site-specific modifications to network equipment * Prioritizing and diagnosing incidents according to agreed procedures * Documenting and closing resolved incidents and escalating unresolved incidents * Applying techniques and processes to track, log, report on and correct configuration items, components and changes * Developing, documenting and implementing changes based on requests for change, following agreed change control procedures | | | |
| **Systems and Network Administrator** | **January 2013 – April 2015**  Modern Educational Centre (Dublin, Ireland)  **Role Description**  Responsible for maintaining and ensuring smooth operation of systems and IT equipment over different campuses  **Responsibilities**   * Managing, debugging and maintaining IT systems * Investigating, identifying and resolving IT problems and assisting with the implementation of preventative measures * Providing first level support and escalating through proper channels * Ensuring smooth operation of IT equipment on all campuses * Providing support to the different departments on IT issues (software installations, OS maintenance, hardware installations, network equipment) * Solving and responding queries in a timely and efficient manner * Tracking and documenting issues regarding IT * Keeping the inventory of IT equipment and consumables | | | |
| **Project Engineer** | **January 2009 – March 2012**  CANTV (Telecommunications Service Provider), Caracas, Venezuela  **Role Description**  Responsible for planning, coordinating and monitoring the team activities (operations, vendors, engineering, etc.) to achieve the project objectives on schedule  **Responsibilities**   * Organizing and distributing the workload, assigning tasks, defining priorities * Scheduling of field teams against active projects * Project planning, tracking and on time delivery * Disseminating information from meetings to the project team on a regular basis * Communicating with sales and technical teams * Monitoring and tracking assigned projects | | | |
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| **EDUCATION AND QUALIFICATIONS** | | | | |
| **Aviatrix Multi-Cloud Networking and Security** | | | **June 2020** (24 hours) - Aviatrix | |
| **Configuring Cisco Nexus 9000 Series Switches in ACI Mode (DCAC9K)** | | | **May 2019** (40 hours) - Fast Lane Institute for Knowledge Transfer | |
| **Getting Started with F5 BIG-IP LTM** | | | **November 2018** (12 hours) - F5 University | |
| **Palo Alto Firewall Essentials** | | | **October 2018** (14 hours) - Palo Alto Networks | |
| **VMware NSX Essentials** | | | **July 2017** (40 hours) - IBM | |
| **ITIL v3 Foundation** | | | **September 2016** - Axelos | |
| **CCNA R&S** | | | **November 2015** - Cisco Systems | |
| **Telecommunications Engineer** | | | **January 2009** - “Andrés Bello” Catholic University | |
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| **SKILLS AND KNOWLEDGE** | | | | |
| **Experience in**   * Networking and IP Technologies * IT Service Management (ITIL) * Cloud and Virtualization * Installation of network equipment * Wireless Networks * Implementation of test procedures * Scripting and programming * Planning in Microsoft Project * Project Management (PMBOK) | | **Knowledge of**   * Networking technologies: OSPF, EIGRP, STP, LACP, CDP, VTP, NAT, DHCP, SNMP, FHRP, ACL, IPSec, vPC, BGP * Programming: Python, VBasic, JS * Complex infrastructures: Catalyst, NGFW, LB, Nexus, ACI, MSO, WLC, ISE, ASR, FEX * Multivendor environment (Cisco, Palo Alto, F5, Meraki, AWS) * DevOps tools (GitLab, terraform, ansible, Jenkins, Infrastructure as Code) | | **Other skills and aptitudes**   * Speaking Spanish * Change management * Excellent communication skills * Willingness to travel * Issue prioritization * Working under pressure * Attention to details * Self-developing * Team working |