

Mississauga, ON

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# DANIEL SEIJAS

## FRONT-END DEVELOPER/

## NETWORK ENGINEER

### NETWORK ENGINEER ✦ FRONT-END DEVELOPER

#### HIGHLIGHTS AND SKILLS

- Bilingual Front-End Developer and Network Engineer (Spanish, English)
- Experienced configuring and deploying websites using React JS (HTML, CSS, Bootstrap, JavaScript and Typescript)
- Experienced in Python scripting for task automation.
- Cisco Certified: CCNA and CCNP Enterprise.
- Proficient in configuring, maintaining, troubleshooting, and upgrading different network topologies.
- Expert using Rest APIs with Postman and CURL.
- Fast learner with the ability to quickly pick up and integrate third-party SDKs into projects.
- Providing highly technical customer service while ensuring customer's satisfaction
- Great technical problems solver
- Proficient coding mobile applications using Flutter/Dart
- Foundational knowledge and ability to troubleshoot mobile apps projects using native Android Studio and XCode

#### CORE COMPETENCIES

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|------------------------|--------------------------|------------------------------------|
| ▪ Network Design       | ▪ Network Administration | ▪ Product Management               |
| ▪ Network Security     | ▪ Python (Automation)    | ▪ Technical Problem Solving        |
| ▪ Flutter/Dart         | ▪ HTML                   | ▪ JavaScript, Typescript and React |
| ▪ Android Studio/XCode | ▪ CSS/Bootstrap          | ▪ General Technical Support        |

#### PROFESSIONAL EXPERIENCE

##### CxApp ✦ Toronto, ON ✦ 2020 - Present

##### Customer Success Engineer/Implementation

- Responsible for assisting new customers into implementing CxApp solution (Rest APIs and SDKs)
- Provided new customers with code examples using our Web SDK (JavaScript and React) and our Android SDK (Java, Kotlin) and iOS SDK (Swift, Objective-C)
- Replicated SDK issues successfully before raising bugs to our engineering department.
- Answered technical questions to partners and customers regarding network and coding questions.
- Assisted the pre-sales department to vet new customers and ensure their use cases were feasible.
- Coded different python automation scripts to increase the speed in which we deploy configuration changes.
- Led new members of the team so they could adapt faster to the work environment.

##### Adaptiv-Networks. ✦ Mississauga, ON ✦ 2017 - 2020

##### Solutions/Systems Engineer (SD-WAN)

- Responsible for planning and designing PoC and Pilot scenarios for new customers and partners.
- Met with customers and prospects to understand their requirements while explaining the benefits of SD-WAN
- Assisted in reviewing current network architectures for options to scale.
- Provided demos on a weekly basis to prospects.
- Created an SE Certification program to train partners into properly selling the solution.
- Assisted the Product Management team to understand current customer feature requests.
- Acted as a key technical escalation point, for concerns related to technical aspects of the customers' network.

**Hostopia ✦ Mississauga, ON ✦ 2016 - 2017**

**Network Administrator**

- Responsible for on-going maintenance of entire network infrastructure. Includes routers, switches, F5 appliances and other networking team assets such as Linux-based servers, vendor operating systems and security updates.
- Responsible for the successful installation, configuration and integration of new infrastructure, such as routers, switches, and legacy blade server environments.
- Worked on after-hours maintenance windows, coordinated with other departments.
- To provide troubleshooting expertise against any system and/or network operating issues and to ensure that all security threats and/or network attacks are properly mitigated.
- To work with external vendors and service providers to provide solutions for new projects or current issues.

**Exinda Networks ✦ Waterloo, Canada ✦ 2012 – 2016**

**Product Manager: 2015 - 2016**

**Senior Network Optimization Engineer: 2012 – 2015**

- Promoted to the Product Management department while increasing authority and responsibility because of strong leadership skills, teamwork, customer service and overall performance.
- Developed skills in the software development management area, focusing on an Agile (Scrum) approach.
- Manage all technical aspects of the product to ensure high performance and great customer satisfaction.
- Led the efforts to define, analyze and implement technical and functional improvements.
- Worked onsite and remotely with customers to solve networking issues as a Senior Network Optimization Engineer, playing a key role in the sales department achieving a \$1M US deal with an international government organization.
- Provided exceptional customer service as a Network Optimization Engineer, ensuring the correct functionality of the product and customer's satisfaction and solving highly technical issues directly with customers.
- Troubleshot various scenarios and issues with the sales department to secure important deals for the organization.
- Provided two-day trainings in English and Spanish monthly for new customers and employees.
- Utilize extensive technical skills to install and configure several computer lab scenarios for case solving and training.

**Huawei Technologies of Venezuela ✦ Caracas, Venezuela ✦ 2009 – 2010**

**Network Engineer**

- Provided exceptional customer service while supporting Universal Mobile Telecommunications System (UMTS) network provided to cell phone companies.
- Monitored UMTS network through advanced applications, and solved problems related to networking at customer offices to increase customer satisfaction.
- Delivered managed services at the customer premises for the UMTS network management server.
- Provided training for new Network Operation Center employees.
- Guided clients and users on tough technical problems, demonstrating service scalability, application enhanced performance, 24x7 availability and exceptional support.
- Responsible for hands-on server administration, installation and troubleshooting network related issues.

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**EDUCATION**

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**George Brown College, Toronto, ON: 2011**

*Post-Graduate Diploma – Wireless Networking (GPA: 4.0/4.0)*

- **Relevant Coursework:** VoIP Networking, Data Centre deployments, Network Configuration, Monitoring
- **Awards/Honors:** Acknowledged for outstanding performance.
- **Relevant Projects:** Advanced Network Project involving IPSec VPN Connection between two sites, Local Wireless Access Points setup, OSPF and Spanning Tree Protocol Configuration and Tuning, Active Directory Configuration, Switchport Security (Sticky Ports and ACLs), Broadcast Domain Splitting (Using VLANs and Trunks), HA Gateway protocol with two routers (HSRP), and basic applications (HTTP, FTP, DNS, DHCP, SNMP) setup.

**Jose Antonio Paez University, San Diego, Venezuela: 2009**

*Bachelor of Engineering –Telecommunications*

- **Awards/Honors:** Acknowledged for outstanding performance in four out of ten semesters. Graduated first in class

### Certifications or Additional Education

- Cisco Certified Networking Professional-Enterprise, Cisco Systems
- Cisco Certified Network Associate (CCNA), Cisco Systems
- Javascript Bootcamp – Build Real World Applications, Udemy (2021)
- Javascript Tutorial and Projects Course – Udemy (2021)
- React - The Complete Guide (incl Hooks, React Router, Redux), Udemy (2022)
- MCTS 70-640 (Windows Server 2008 Active Directory Configuration), Microsoft, License D950-9812
- The 10 Day iPhone App Bootcamp – iOS 12 and XCode 10, Udemy (2021)
- Managing Big Data with MySQL Certified (Coursera) – University of Duke
- Web Design for Everybody (Coursera) – HTML and CSS – University of Michigan

#### **ADDITIONAL CREDENTIALS**

<b>LANGUAGES</b>	Fluent: English and Spanish. Conversational: Portuguese and Italian
<b>HONORS AND AWARDS</b>	<ul style="list-style-type: none"><li>▪ Acknowledged for outstanding performance in four out of ten semesters – José Antonio Páez University</li><li>▪ Graduated first in class – José Antonio Páez University</li><li>▪ Acknowledged for outstanding performance – George Brown College</li></ul>
<b>VOLUNTEERING EXPERIENCE</b>	Managing Inventory and device set up for George Brown College lab network
<b>INTERESTS</b>	Technology, Telecommunications, Computer Networking, IT, Sports, Music, Humor

**Detailed Professional References Available upon Request**

