

# EMANUEL CAMARGO

TECHNICAL SUPPORT ENGINEER | AUDIO ENGINEER | PYTHON • BASH • LINUX • AUTOMATION



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/emanuel-camargo

## ABOUT ME

Technical Support Engineer with 8 years of experience providing L1/L2 support for enterprise systems at Atos, working with Unix/Linux servers and international teams across time zones. Skilled in incident resolution, troubleshooting under pressure, and creating clear technical documentation.

Hands-on experience with CDN configuration, HTTP header analysis, and web development using JavaScript, HTML/CSS, and Three.js. Comfortable with network diagnostics and DNS troubleshooting on both Windows and Linux environments.

Fluent in Spanish (native) and English (professional working proficiency). EU citizenship (Spain).

## PROFESSIONAL EXPERIENCE

### Web Administrator | ElSurhost

August 2024 – September 2025

- Configure CDN for client websites, setting up cache distribution and verifying cache hits/misses and response times through HTTP header analysis.
- Implement SSL certificates via Let's Encrypt and CDN-based SSL.
- Manage WordPress environments including security plugins, site configuration, and content updates. Install WordPress via cPanel or manually through command line.
- File management via SFTP/SSH with key-based authentication. Linux command line for navigation, permissions, and file operations.
- Firewall port management, IP blocking, malware scanning, and spam traffic mitigation.
- Configure nameservers and troubleshoot DNS propagation issues.
- MySQL database export/import for backups and migrations.
- Review access logs and traffic analytics. Diagnose site downtime, connectivity and performance issues.
- Provide customer support resolving website and hosting issues.

### Technical Support Engineer | SysAdmin – (Stellantis Project) / Buenos Aires, Argentina (Remote)

April 2016 - June 2024

#### Senior SAP Automation Specialist (2018 - 2024) - [Atos]

- Implemented and maintained automation projects in SAP environments using \$Universe workflow engine
- Received DLEI project specifications and delivered automation solutions within estimated timeframes
- Developed and optimized Bash/Python scripts for file integration, data processing, and workflow automation in SAP systems
- Managed SAP landscape operations: transport management (STMS), file system monitoring (AL11), and system administration
- Provided L1/L2 technical support for enterprise SAP environments through CRM/ticketing systems
- Executed change management procedures following SOC compliance standards and SOPs
- Trained international team members on automation procedures and technical documentation
- Worked with SAP Basis, \$U (Dollar Universe/Univiewer), and CFT (MQ/Net Backup) for workflow automation and process integration

#### SAP Specialist (2016 - 2018) - [Experis/Manpower Group]

- Provided SAP technical support for Peugeot Citroën Argentina in pre-production and production environments
- Developed automation scripts for system monitoring, backup operations, and data integration
- Managed Data Center services: restore/backup operations, alert administration, maintenance tasks
- Handled system analysis, scripting, and datacenter monitoring operations

### Technical Project Manager | Impulso/ Buenos Aires, Argentina (Remote)

June 2021 – December 2025

- Developed impulso.studio, a web application with interactive 3D visualization (Three.js), acoustic calculations, and real-time configuration using JavaScript, HTML, and CSS.
- Designed and delivered 20+ professional recording studios, managing projects end-to-end.
- Built workflow automation using n8n and Notion API for CRM and project management.

## EDUCATION

### NATIONAL UNIVERSITY OF TRES DE FEBRERO BUENOS AIRES, ARGENTINA

Sound Engineer | 2016 – Present

### E.E.S.T. N°4, I BRIGADA AÉREA BUENOS AIRES, ARGENTINA

Electronic Technician | 2008 - 2015

## SKILLS

### SUPPORT & TROUBLESHOOTING

- Incident resolution
- Log analysis
- Ticketing systems
- SLA compliance
- Technical documentation
- Remote collaboration
- Troubleshooting

### DEVELOPMENT

- JavaScript
- HTML
- CSS
- Three.js
- Bash
- Python
- Git

### WEB & NETWORKING

- SysAdmin: UNIX/Linux, Server Monitoring, Backup Automation
- CDN, HTTP headers, cache analysis DNS, SSL/TLS, Network diagnostics.
- Change Management, SOC Standards, Documentation
- Workflow automation (n8n), API integration.

## LANGUAGES

- Spanish - Native
- English - Professional Working Proficiency