

Ezequiel De la Vega

Junior Site Reliability Engineer (SRE)

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PROFESSIONAL SUMMARY

Systems Engineering student (3rd year, UTN) with a strong technical foundation in **Linux**, **Networking**, and **Python**. Experienced in **Tier 2 Technical Support**, diagnosing ISP-level connectivity issues (**FTTH/HFC**) and managing critical incidents under pressure. Passionate about **automation** and infrastructure, currently building a **Docker-based Home Lab** and implementing "**Docs as Code**" methodologies. Seeking to leverage troubleshooting skills and engineering mindset in a **Junior SRE** or **DevOps** role.

TECHNICAL SKILLS

- **Operating Systems & Linux:** **Linux Administration** (Arch Linux Daily Driver, Debian/Ubuntu), **Bash Scripting**, File System Management, Permissions, System Hardening.
- **DevOps & Tools:** **Docker** (Containerization), **Git/GitLab** (Version Control), MkDocs (Docs-as-Code), VS Code, VirtualBox, SSH.
- **Networking:** **TCP/IP** Protocols, DNS, DHCP, Subnetting, **Network Troubleshooting** (Layer 1-3), FTTH/HFC Technologies.
- **Programming:** **Python** (Scripting), Java (Spring Boot Basics), JavaScript (Node.js/React Basics), SQL (**MySQL**, PostgreSQL).
- **Languages:** Spanish (Native), **English (Advanced / B2 - Professional Working Proficiency)**.

PROJECTS

Home Lab Infrastructure & Private Cloud | Raspberry Pi 5 (In Progress)

- Designing and deploying a self-hosted microservices architecture using **Docker** and **Docker Compose**.
- Implementing network-wide ad-blocking and **DNS** filtering with **Pi-hole** to improve network performance and security.
- Configuring **WireGuard VPN** for secure remote access to the home network and testing reverse proxy solutions.

Internal Knowledge Base Modernization (Docs-as-Code) | Konecta - 2025

- Led the migration of technical documentation from legacy Google Sites to a modern **Docs-as-Code** workflow using **MkDocs**.
- Engineered a centralized, version-controlled knowledge base, improving information retrieval speed for Tier 2 Support agents.
- Standardized troubleshooting guides using **Markdown**, facilitating easier updates and collaborative maintenance.

Logistics Microservices Backend (Container Transport) | UTN - 2025

- Co-developed a **Microservices-based backend** solution for a terrestrial logistics system (shipping containers for housing).
- Implemented RESTful APIs using **Java Spring Boot** and **Keycloak** for secure identity management and authentication.
- Containerized independent services using **Docker** to ensure modularity and consistent deployment environments.

PROFESSIONAL EXPERIENCE

Konecta (Personal Flow) | Technical Support Analyst (Tier 2) | Sep 2024 – Present

- **Network Troubleshooting:** Diagnose and resolve complex connectivity issues for residential clients across **FTTH** (Fiber), **HFC**, and **FWA** networks, utilizing packet analysis and signal telemetry tools.
- **Incident Management:** Handle escalated cases for **Layer 2/3 network failures**, managing customer expectations and coordinating with field technicians via Salesforce (FAN) and proprietary diagnostic systems (Codi).
- **Hardware Configuration:** Guide users through remote configuration, firmware resets, and troubleshooting of routers, decoders, and IP cameras.
- **Crisis Resolution:** Maintain high SLA standards in a high-volume environment, effectively de-escalating critical situations with frustrated stakeholders.

Apex America | Customer Support Specialist | Dec 2023 – Apr 2024

- Provided comprehensive administrative and technical assistance, ensuring accurate data entry and rapid ticket resolution using industry-standard CRM platforms.

EDUCATION

Universidad Tecnológica Nacional (UTN) | Córdoba, Argentina | Information Systems Engineering (Ingeniería en Sistemas) |
Expected Graduation: 2027

- Current Status: **3rd Year Completed**.
- Upcoming Milestone: **University Systems Analyst Degree** (Expected 2026).

Argentina Programa 4.0: Full Stack Java Developer Certification (2022).

1st Place - Robotics Competition: Roboteam Experience STEM (Designed and programmed an autonomous Arduino rover).