

# 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).