GILBERT DE LEON

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SUMMARY

I am a skilled professional with a passion for technology and a proven track record in Networking and Cloud with **over 9+ years of experience** between **Cloud** engineering, **Networking**, and **Python**. Proficient in both **Azure** and **AWS**, with expertise in **Docker** and **Kubernetes** containerization. I am also skilled in **SQL** queries and excelling within **Linux** environments like Ubuntu.

EXPERIENCE

06/2022 - Present

Seattle

Azure Networking Support Engineer, Microsoft

Azure is Microsoft's cloud computing platform offering a wide range of services for building, deploying, and managing applications and services in the cloud.

- Managed Fortune 500 companies from multiple backgrounds in areas like Banks and health care to proactively identify Cloud network performance and intermittence Azure and Hybrid environments Networking issues.
- Diagnose Azure Networking infrastructure cases involving both Unix based (Ubuntu and CentOS) and Windows servers for customers, guaranteeing effective issue resolution and high customer satisfaction closing more than 40+ cases a month with a 100% succeed SLA time.
- Helped as an SME (Support Matter Expert) on Load Balancer for cloud and hybrid Azure services like Azure DNS, Private Link, VPN and the BGP Connectivity, Azure Load Balancer, Network Watcher, VNETs and NSG helping colleagues and making an impact in the organization.
- Collaborated with clients to implement hybrid networking solutions on Azure with Kubernetes and Docker suggesting scalable solutions using either proprietary Microsoft tools like ARM Templates or open source like Terraform.

11/2020 - 06/2022

Colombia

Solutions Support Engineer, Valid

Valid provides eSim and authentication services for Telecom providers.

- Configured the company's alarm and monitoring tool (Zabbix) for all their on-premises and cloud servers adding automated email notification for the alerts. This help us monitor the network devices as well as the docker services extremely improving the SLA time and mitigating the impact of failures.
- Supported and improved the company production AWS Architecture and VPN network connection between AWS and the on-premises datacenters using services like EC2, RDS and AWS.
- Supported the Company's eSIM authentication infrastructure running on AWS Servers. Managing the containers with either Kubernetes, docker CLI or docker-compose with Ansible for the servers.
- Implemented an eSIM marketplace project using Python on AWS, resulting in a projected 300% increase in global eSIM adoption and an anticipated revenue of over US$500,000 within the initial 3 years.
- Managed the UNIX based (Ubuntu and CentOS) SQL databases (Postgres, MySQL) and NoSQL databases

11/2019 - 11/2020

Colombia

Network Administrator, Telefonica

Telefonica is one of the largest telephone operators and mobile network providers in the world. It provides Mobile, broadband, and subscription television, operating in Europe and the Americas.

- Personally installed Network devices in the Datacenter Racks and connected the complete cabling infrastructure for all the network, servers and Top of Rack Switches.
- Co-led nationwide public education project network design valued at over US$200M, migrating SENA's information from legacy CenturyLink data center to Tier 3 facilities and Public Clouds (Azure & AWS).
- In charge of design changes to Network devices to improve diagnostics using Ansible with Python scripts on the Networking Infrastructure.
- Managed comprehensive networking technologies, including Huawei Solutions, Checkpoint firewalls, F5 load balancers, Riverbed WAN optimization, LAN, WAN, WiFi, BGP, OSPF, MPLS, DMVPN, QoS, SD-WAN and network access control ensuring network operations and security.
- In charge of the network management for 150+ physical education facilities, integrating with SDWAN.

EXPERIENCE

01/2017 - 02/2019

Colombia

Network Connectivity Engineer, Schlumberger

Schlumberger provides oilfield services and is both the world's largest offshore drilling company by revenue.

- Designed and configured a new network connectivity infrastructure of more than 300+ sites in a scalable way, to speed up installation and update process of more than 400+ Cisco routers and switches using protocols like BGP for the connectivity between the sites and the main Datacenters and DNS and VPN for their connection on remote locations.
- Improved the network performance and reduced costs for 50+ sites in Texas, by switching to new and faster network connections at a lower price, saving around $1M+ per year and making the network 64,935% times faster (from 1.5Mbps T1 to dedicated 1Gig connections) and connecting all the location using BGP on the network devices.
- Migrated applications from on-premise datacenter servers to cloud platforms (Azure & GCP) using Terraform and python with bash scripts. This helped us solve connectivity problems and disruptions by working with reliable and secure cloud services instead of local ISPs. Balanced cost and availability by using a combination of cloud and local services.

02/2016 - 12/2016

Colombia

IT Specialist, Parmac Inc

Parmac is a Managed IT, Cybersecurity, Cloud Services, and IT Consulting company.

- Managed Server migration for clients' in-house services from local servers to cloud platform (AWS and Azure), adapting the migration process to meet specific client needs.
- Handled Customer's Network Devices (Cisco Routers and ASA Firewalls) as well as servers (Linux and Windows Servers) with the customer needs in issues like configure their DNS Servers, creating VPN, improving their BGP connectivity, managing storage and doing upgrades.
- Coordinated the deployment of over 100 new VPN network connections, including secure connections between different sites, managing logistics with the providers, network equipment changes, and configuration requirements on the customer's Windows and Linux Servers.
- Set up and deployed services such as DHCP Server on Windows and Linux, web Server from scratch, as well as implementing policy changes associated with Windows Server environments.

01/2014 - 02/2016

Colombia

Cisco TAC Support Engineer, Cisco Systems

Cisco Systems is a multinational digital communication technology best known for its networking products.

- As part of my role in the Routing Protocols Team, I assisted business-critical clients with transaction-related changes, optimizing their routing protocols, including BGP, EIGRP, VPN, multicast, and OSPF, ensuring uninterrupted operations and enhanced customer satisfaction.
- Optimized the Cisco Technical Assistance Center (Cisco TAC) by implementing ticket handling strategies, reducing the time resolution for the team backlog by 30%

EDUCATION

01/2010 - 10/2013

Electronics and Telecommunication Engineering
Autonoma del Caribe University

CERTIFICATIONS

- AWS Certified Solutions Architect — Associate
- Cisco CCNP Enterprise
- Cisco CCNP Routing and Switching
- Cisco CCNA Routing and Switching
- CCIE Written

- Scrum Master
- Scrum Product Owner
- Scrum Developer
- ITIL Foundation V3 Certificate in IT Service Management.

SKILLS

Azure	AWS	Automation	Networking	DNS	Linux	Python	Cisco

Cloud Computing	Docker	Windows	MySQL	Postgres	Terraform