Jorge Montes de Oca

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EDUCATION

Universidad del Valle de Mexico   **Mexico**
Computer Science Engineering

WORK EXPERIENCE

Google   **CDMX, Mexico**
Network Solutions Engineer   **Aug 2021 - Present**

- Serves as a Customer Engagement Lead for a top 50 customer, assisting and ensuring progress and resolution of high-priority cases.

- Resolve complex technical issues related to Google Cloud Platform (GCP) for global clientele by providing effective troubleshooting and problem-solving solutions.

- Developed and delivered technical training programs to internal teams on GCP services, resulting in a 30% increase in cross-functional collaboration and streamlined issue resolution time by 50%.

- Collaborated with product development teams to identify key trends and insights from support tickets, resulting in the implementation of new features that reduced average customer response time by 75%.

- Collaborated with cross-functional teams to analyze and optimize network performance on GCP services, increasing overall uptime by 15%.

- Collaborated with product managers to create customer-facing user guides, resulting in a 30% reduction in support tickets related to user errors.

- Identified and resolved 95% of Kubernetes issues within an average of 2 hours, resulting in a 35% reduction in customer escalations and improved client satisfaction ratings by 20 points.

Rackspace   **CDMX, Mexico**
Network Security Engineer   **Jun 2020 - Aug 2021**

- Provided top-tier support to high-end customers of both Rackspace and Datapipe, delivering exceptional service and technical assistance.

- Administered, troubleshoot, and maintained Cisco firewalls and switches, F5 and Citrix load balancers, and RackConnect configurations for esteemed clientele, ensuring high-performance network infrastructure.

- Facilitated comprehensive onboarding programs to train newly hired personnel, equipping them with a deep understanding of internal processes and empowering them to deliver exceptional customer experiences

Rackspace   **CDMX, Mexico**
Network Security Administrator   **Jun 2017 - Jun 2020**

- Proficient in configuring and troubleshooting various types of Site-to-Site VPNs, including policy-based, route-based, and BGP tunnels. Skilled in handling hairpin configurations.

- Experienced in configuring and troubleshooting Client-to-Site AnyConnect tunnels, expertise in NAT, PAT, ACLs, VPN filters, group-policies, routes, VLANs, STP, and other related functionalities.

- Knowledgeable in managing AAA, SSL certificate, and performing code version upgrades.

- Competent in routing configuration and optimization, Proficient in VLAN configuration and management, and Skilled in troubleshooting interfaces and resolving connectivity issues.

- Proficient in configuring Virtual IP Servers environments with real and remote servers, experienced in setting up and managing HTTP monitors, SSL termination, SNI, and Ciphers.

- Knowledgeable in SNAT, CSW policies, and XFF configuration.

- Expertise in configuring and managing VIPs, Pools, pool members, SSL profiles, and SNI. Proficient in managing Ciphers, iRules, redirect rules, pool selectors, data groups, packet filters, and AFM configurations.

LEADERSHIP EXPERIENCE

Google   **CDMX, Mexico**

GCP Advocate   **Dec 2022 - Present**

- Championed an initiative to foster broader understanding and adoption of GCP technologies among colleagues and new hires, facilitating knowledge sharing and promoting proficiency in GCP ecosystem.

Rackspace   **CDMX, Mexico**

Onboarding Program   **Aug 2020 - Aug 2021**

- Trained and onboarded new hires to deliver unwavering fanatical support while ensuring their proficient understanding of internal processes and procedures.

- Ensured that new hires possessed the essential skills to effectively troubleshoot networking issues across the range of technologies supported by Rackspace.

GOOGLE CERTIFICATE

Google Associate Cloud Engineer,

CERTIFIED KUBERNETES ADMINISTRATOR

CISCO CERTIFICATE

Cisco Certified Network Associate Security