

# Javier Arriagada

**PROFESSIONAL SUMMARY**    [javierarriagada80@gmail.com](mailto:javierarriagada80@gmail.com)    ❖    (219) 309-3911    ❖    Dallas, TX

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I am an experienced and personable Infrastructure Engineer, specializing in automation and DevOps principles to enhance system efficiency. I am a dependable team player, skilled in troubleshooting and passionate about delivering innovative solutions that exceed business objectives. I am eager to learn and take on new responsibilities. With a customer-centric mindset, I strive to resolve client-facing situations with grace and tact. Seeking new challenges with a dedicated team to grow my career further.

## WORK EXPERIENCE

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### Cyxtera Technologies

March 2021 – Present

#### Infrastructure Engineer

*remote*

- Engineered a platform that provides on-demand privilege escalation to specified network fabric devices, improving efficiency and streamlining operator experience.
- Developed and implemented a highly available vendor notification distribution system for customer-facing products, improving communication and enhancing the customer experience while reducing the time-to-notify.
- Designed deployment and configuration pipelines to manage the lifecycle for edge services, improving deployment efficiency and reducing errors.
- Maintained mission critical kubernetes clusters and all adjacent services as well as cloud interconnectivity
- Managed bugs found in the application or platform from discovery to resolution, collaborating with other teams to deliver effective solutions and ensure high-quality software delivery.
- Manage logistics for installation and deployment of bare metal edge clusters.

### Global IP Networks | Systems Engineer

February 2020 – March 2021

*Plano, TX*

- configure and administer all Linux systems
- develop and implement training for t1-t3 support
- manage internal and external networks and projects
- data center network configuration and automation

### Global IP Networks | Support Analyst

December 2019 – February 2020

*Plano, TX*

- resolve all escalated tickets
- hardware, software, and web-hosting troubleshooting
- Manage cross connects, servers, and network equipment

### Global IP Networks | Rapid Response Technician

October 2019 – December 2019

*Plano, TX*

- customer communication and solve/ escalate P1 tickets
- rack/stack server equipment, monitor system alerts

### Aspira | Help Desk Specialist

June 2019 – October 2019

*Dallas, TX*

- resolve tickets or engage escalation channels
- printer and POS troubleshooting, configuration, and deployment
- provide excellent customer service and reach quotas

## EDUCATION

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### Texas A&M University

May 2018

*B.S. Kinesiology*

*College Station, TX*

## CERTIFICATIONS & SKILLS

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### • Certifications:

- RHCSA – certification.id-210-018-859
- CKA - pending May 2023
- AWS CSA - pending May 2023

### • Skills:

- *Programming Languages:* Python, JavaScript, Bash
- *Cloud Platforms:* Google Cloud Platform (GCP), Amazon Web Services (AWS), Microsoft Azure
- *Automation and Configuration Management:* Ansible, Salt, Stackstorm, Terraform
- *Monitoring and Logging:* Prometheus, Grafana, Splunk, ELK, Fluentd
- *Containers and Orchestration:* Docker, Kubernetes, Argo stack, FluxCD
- *Databases:* MySQL, PostgreSQL, MongoDB

## REFERENCES AVAILABLE UPON REQUEST

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