





# Contact Details

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-  EMEA

## Education

### Bsc Finance and Business

2010 - 2013 | Sussex University

- Developed business skills, analytical thinking and budgeting.
- Psychology around money and finance.
- Member of the Startup Club.

## Key skills

- Ansible
- Terraform
- Docker
- Kubernetes
- AWS
- NodeJS
- Jenkins
- GIT
- Python
- Linux
- OCI (Oracle)
- MySQL

## Languages

- Spanish (Mother tongue)
- English (Proficient user)
- Italian (Independent user)

## Soft skills

- Adaptability
- Empathy
- Communication
- Cooperation
- Presentation skills
- Friendliness
- Confidence
- Self-motivation
- Professionalism
- Learning capacity

# Jay M Gonzalez

DevOps Engineer

## Professional profile

Hard-working level II DevOps engineer. Focused on providing programming excellence at Medallia. Have completed a successful intern within the company from a Professional Services role. Focused on scripting, monitoring, provisioning and automation. One of my scripts is helping migrate all of our infrastructure from AWS to a more economical cloud provider. Active member of the team on the channels supporting other developers in the company.

## Experience

- **SRE level II | Medallia | Sept 2021 - Current**
  - All of the responsibilities from my intern stage plus:
  - Participate in a cloud providers migration. From AWS to OCI.
  - Update previous scripts, CI/CD pipelines, Terraform and Ansible code to work with the new provider while keeping the lights on and everything under tight project deadlines.
  - Be part of the monitoring rota and troubleshoot issues in real time to avoid customer downtime.
  - Responsible for the account provisioning of new clients.
  - Help developers troubleshoot issues on releases.
- **Intern DevOps | Decibel | Aug 2020 - Sept 2021**
  - Company internship where I worked with the DevOps team once a week while maintaining my main role responsibilities.
  - Deploy apps in AWS with Docker and provide support for it.
  - Run Terraform commands to get the infrastructure deployed.
  - Create playbooks in Ansible to automate the installation and configuration of the necessary packages.
  - Create Jenkins jobs to automate the whole process.
  - Use GitLab for version control and Jira for agile development.
- **TAM | Decibel | Nov 2019 - Sept 2021**
  - Provide technical implementations and bespoke configuration support to multiple accounts concurrently.
  - Translate customer pain points into solutions.
  - Interface directly with client's technical teams to integrate with client websites and software like AWS.
  - Develop strong working relations with client's technical staff
  - Create technical documentation for clients
  - Training client staff on how to best utilize the software.
- **Front End Analytics | Bupa | Sept 2018 - Oct 2019**
  - Lead the planning and execution of new implementations.
  - Manage Adobe Analytics and other data sources to provide insights and improve performance.
  - Responsible for marketing campaigns tag implementations.
  - Develop AB test in HTML/CSS/JS
  - QA, debugging and troubleshooting of implementations