Jay M Gonzalez
Customer Solutions Engineer

Contact Details

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EMEA

Education

Bsc Finance And Business

Sussex University   2010-2013

Ethereum Bootcamp

Alchemy University   2022-2023

Machine Learning Spezialization

Coursera   2023

Projects

roborecruiter.xyz `PY` `TSX` `AI`

Full stack app to generate CVs for each job application. It gathers data from the user CV, it scraps data from the Job Description and using OPEN AI's API genereates and specific CV that the user can download in PDF.

jaymgonzalez.com/projects `JS`

Collection of web2 projects. From Instagram like apps to memory games, lookup apps, etc.

Technical Skills

DOCKER	JENKINS
PYTHON	TYPESCRIPT
AWS	MYSQL
SYS ADMIN	LINUX
REACT	ORM

Languages

Spanish	Mother Tongue
English	Proficient User
Italian	Independent User

Soft Skills

ADAPTABILITY	EMPATHY
COMMUNICATION	COOPERATION
PRESENTATION SKILLS	FRIENDLINESS
CONFIDENCE	SELF-MOTIVATION
COLLABORATIVE	LEARNING CAPACITY

Professional Profile

An experienced and proactive DevOps and Full Stack professional with a passion for cloud and container security. Skilled in customer relationship management, technical authority, and driving the adoption of complex cloud solutions. My career is marked by a consistent track record of working with cloud ecosystems in customer-centric roles, with a focus on implementation, growth, and retention strategies. As a dedicated team player, I am committed to delivering value and fostering customer loyalty through innovative and pragmatic solutions. I am excited about the opportunity to contribute to SYSDIG in a team that values diversity, open dialogue, and international collaboration.

Work Experiences

DevOps Engineer   2020-2022
Medallia   Remote | EMEA

- Participated in cloud provider migration from AWS to OCI, updating CI/CD pipelines, and adapting old Terraform, and Ansible code to run in the new cloud.
- Monitored more than 1000 servers in 5 different regions and handled real-time troubleshooting to prevent customer downtime using ELK and Consul.
- Managed account provisioning for new clients making sure the infrastructure was correctly deployed.
- Created applications using Docker in AWS.
- Automated processes both, for internal use and customer use using GitLab and Jenkins.

Customer Solutions Engineer   2019-2021
Decibel   Madrid | Spain

- Provide customer facing technical implementation and configuration support ensuring timely on-boarding of new customers and improving current implementations.
- Translate customer pain points into solutions.
- Understand client requirements and communicate how we can solve their technical challenges, from high-level architecture to code implementation
- Create technical content to show clients how to implement specific use cases or best practices
- Keeping up to date with the status of my client's products and support to ensure alignment of customer expectations.
- Participate in customer code reviews to help diagnose issues with the implementation.
- Empathizing with customers and quickly discern their true technical needs by asking detailed and clarifying questions and presenting solutions that target those needs.
- Lead 6+figures projects with well known brands all over the world.

Full Stack Engineer   2022-Present
Freelance   Remote | EMEA

- Delivered front-end applications using React, Vue, and TypeScript.
- Developed backend solutions using Flask, enriched with SQLalchemy for data management.
- Successfully developed an RFID stock management solution.
- Created a Web3 dApp for NFT image conversion.
- Leveraged AWS for most projects.

Front End Analytics Engineer   2018-2019
Bupa   Brighton | UK

- Oversaw analytics implementation for the Bupa Global website and new properties using Tealium and Adobe Analytics.
- Gathered business requirements, formulated KPIs, and created technical documents for new sites and quote journeys.
- Designed tag implementation strategies and generated customized analytics collection code.
- Assisted in implementation and deployment of analytics solutions.
- Conducted validation, QA, and debugging to ensure implementation accuracy and reliability.
- Implemented customized JavaScript for enhanced analytics solutions.
- Advised stakeholders, aligning analytical strategies with business objectives.
- Maintained project schedules and scope, optimizing web platform performance and strategic alignment.