Julio Molina Soler

Date of birth: 04/02/1980 | **Nationality:** Spanish | **Phone:** (+32) 493190076 (Mobile) | **Email:** julio@molinasoler.xyz | **LinkedIn:**

jmolinasoler | **Address:** 3590, Diepenbeek, Belgium (Home)

ABOUT MYSELF

A results-driven Senior Systems Engineer with nearly a decade of experience at **Cisco**, specializing in solving complex technical problems for global enterprise clients. My career is defined by three core strengths: ensuring customer success, turning data into clear business insights, and driving innovation.

My approach is backed by a consistent **+90% customer satisfaction rating** and a unique background that includes five years as an **Innovation Coach**, where I mentored diverse teams to build real-world solutions from the ground up. I have a proven ability to not only fix immediate issues but also to analyze data, build predictive tools, and lead teams to award-winning performance.

WORK EXPERIENCE

CISCO SYSTEMS – DIEGEM, BELGIUM

CISCO SENIOR TECHNICAL ENGINEER | DATACENTER ORCHESTRATION – 01/11/2019 – 31/03/2025

As a Senior Technical Support Specialist at Cisco, I delivered expert technical support for a suite of enterprise applications, **achieving a +90% customer satisfaction rating**. I excelled in resolving complex issues by collaborating with cross-functional engineering and development teams and built a strong foundational expertise in datacenter networking technologies like ACI and VXLAN.

Key Achievements:
- **Identified and resolved critical issues** in orchestration tools for ACI and Nexus environments, ensuring seamless network operations for clients.
- **Acted as a key point of contact** for cross-functional teams, earning a reputation that led to my selection for resolving the most challenging, multi-team issues.
- **Led technical meetings** with clients and development teams to implement effective workarounds for critical product defects.
- **Authored and submitted detailed defect reports** with a **>70% acceptance rate** by development, contributing directly to product stability and improvement.
- **Served as a Subject Matter Expert (SME)**, developing and delivering technical presentations to train and update colleagues on product features and troubleshooting techniques.

Supported Products:
- DCNM 10.x/11.x (Cisco Datacenter Network Manager) - LAN, SAN, IPFM
- Nexus Dashboard (Kubernetes-based platform)
- NDFC 2.x/3.x (Nexus Dashboard Fabric Controller) - LAN, SAN, IPFM
- NDI 6.x (Nexus Dashboard Insights) - Integrations with NDFC/ACI, NetFlow Analytics
- NDO 4.x (Nexus Dashboard Orchestrator)
- Cisco Nexus Dashboard Data Broker
- Cisco UCS Director 5.x/6.x - Orchestration for UCS Servers, Hyper-V, VMware
- Cisco Process Orchestrator & Intersight Orchestrator
- Cisco Intersight (SaaS & On-premises)
- CloudCenter Suite

Technical Environment:
- **Operating Systems:** Linux (CentOS, AlmaLinux, Ubuntu)
- **Containerization:** Kubernetes, Docker, containerd
- **Databases:** MongoDB, CockroachDB, PostgreSQL
- **Microservices & Messaging:** Kafka
- **Networking & APIs:** Nginx, SSH, NXAPI

CISCO SYSTEMS – DIEGEM, BELGIUM

CISCO INNOVATION COACH FOR CISCO HACKATHONS – 01/04/2019 – 01/04/2024

Contributed significantly to Cisco's annual **internal hackathon**, a collaborative initiative **fostering innovation for clients and partners**. For 5 consecutive years, I directly coached different client teams (each composed of 6-9 members with diverse backgrounds) over the 3-day event. I guided these teams in **transforming their problem statements** into tangible, **presentable solutions**, culminating in final presentations to a jury.

References:
https://gblogs.cisco.com/be/river-clean-up-wins-fourth-cisco-innovation-challenge/
https://gblogs.cisco.com/be/cisco-belux-innovation-challenge-2020-reshaped-to-face-the-next-normal/
https://gblogs.cisco.com/be/hack-the-crisis-en/
https://gblogs.cisco.com/be/hackforgoodhackathon/

CISCO SYSTEMS – DIEGEM, BELGIUM

CISCO TAC ENGINEER | TETRATION - SECURE WORKLOAD – 01/12/2016 – 01/11/2019

Provided expert technical support for Cisco's security workload platform, achieving a **+90% customer satisfaction rating**. My role involved direct client support, product improvement, and cross-departmental collaboration to enhance security operations.

- **Awarded 'Best Engineer of the Month'** for delivering exceptional customer service and technical solutions.
- **Secured 2nd place** in an internal hackathon by creating a tool that improved internal team operations.
- **Developed a custom application** that enabled the sales team to better engage with clients during the sales process.
- **Built security dashboards** to monitor and identify unauthorized external communications, helping to detect potential server breaches.
- **Identified a critical defect in Hadoop** that caused data analysis failures, leading to a resolution that improved data accuracy for clients.
- **Troubleshot and resolved complex ACL** and security policy issues in collaboration with partners.
- **Improved the vulnerability reporting process** within the Tetration platform, making security alerts more effective.
- **Co-led technical product demonstrations** to prospective clients, contributing directly to sales efforts.

IKANBI TECHNOLOGIES – HERSTAAL, BELGIUM

BUSINESS DATA ANALYST – 01/04/2015 – 01/11/2016

As a Business Data Analyst, I developed data solutions to drive strategic decision-making, enhance operational efficiency, and improve financial forecasting.

- **Developed and deployed a QlikView performance tracking application** for the Proximus project in under six months, enabling management to monitor agent performance and provide data-driven feedback to the client.
- **Built a gross margin forecasting dashboard** used across all projects to provide weekly financial updates directly to the CEO.
- **Created a predictive model** to accurately forecast monthly call volumes, eliminating end-of-month surprises in gross margin calculations.
- **Designed and implemented a project portal using .NET** to centralize and streamline internal project communication.
- **Automated the data pipeline** for production reports by building a system to automatically receive and load files into the database for agent and manager access.
- **Managed SQL Server administration** and contributed to key product efficiency enhancements.

LVS CONSULTING – AS, BELGIUM

SOFTWARE AND CONSULTING ENGINEER – 01/03/2010 – 01/04/2015

As a Software and Consulting Engineer, I developed and optimized tools for analyzing Genesis and Avaya call center platforms. My role combined front-end development using Java and Adobe Flash with deep back-end optimization using Oracle PL/SQL and Perl.

- **Engineered a log analysis tool using Perl** that drastically reduced data processing time from weeks to just days.
- **Optimized a key internal tool, increasing its performance by over 30%**.
- **Developed a multithreaded Perl solution** that cut database upload times from weeks to hours.
- **Created a new feature to analyze Oracle database performance** using AWR reports, providing detailed insights into system health.
- **Improved query performance** by analyzing Oracle Explain Plans to identify and resolve bottlenecks and index issues.
- **Developed new features in Java and Flash (ActionScript)** to enhance data presentation for clients.
- **Built a Windows-based framework to emulate agent activity** for platform stress-testing.
- Delivered clear technical presentations to customers, translating complex data into actionable insights.

SITEL – DIEGEM, BELGIUM

CUSTOMER SUPPORT LINKSYS B2B TECHNICAL LEADER – 01/09/2006 – 01/09/2009

As Technical Lead for Cisco Linksys, I mentored a support team for Linksys products, focusing on performance improvement, escalation management, and technical training.

- **Led the team to dramatically improve customer satisfaction from 50% to over 95%**, resulting in winning the **'Best Quarter Performance Team' award for the EMEA region**.
- **Served as the primary point of contact** for all technical escalations and high-priority customer cases.
- **Developed and delivered technical training programs** for the team on new products and advanced troubleshooting techniques.
- **Acted as the incident lead for major product issues**, creating and executing contingency plans to minimize customer impact.
- Followed up on and managed the team's outstanding technical issues on a weekly basis to ensure timely resolution.

SOPRA GROUP SA – BARCELONA, SPAIN

SYSTEM ENGINEER – 01/02/2004 – 01/04/2006

As a System Engineer at Sopra Steria Group, assigned to the Allianz Insurance Company account in Barcelona, Spain, I was responsible for the Windows Server environment and the VMware virtualization platform. I oversaw datacenter operations, ensuring seamless backups, and collaborated with cross-functional teams to deploy and troubleshoot new services.

Key Responsibilities:
+ Supported and maintained Microsoft Windows Server and the VMware environment.
+ Installed and maintained new servers (physical and virtual).
+ Assisted with designing new services for the datacenter.
+ Collaborated with the Mainframe team to troubleshoot performance problems.

⊞ SETTING CONSULTORIA SL – BARCELONA, SPAIN
ONSITE ICT SUPPORT – 01/02/2003 – 31/01/2004

In this role, I provided technical support to internal engineers at HP.

Key Responsibilities:
+ Installed and maintained Microsoft Windows and Linux computers.
+ Followed up on datacenter backups and performed basic datacenter maintenance.

EDUCATION AND TRAINING

01/09/2003 – 15/07/2010 Barcelona, Spain
TECHNICAL ENGINEERING IN ICT SYSTEMS Universitat Oberta de Catalunya

Website https://www.uoc.edu/ | **Level in EQF** EQF level 7

BLOCKCHAIN FUNDAMENTALS CERTIFICATION Chainlink Labs

ETHEREUM AND SOLIDITY: THE COMPLETE DEVELOPER'S GUIDE Udemy

01/04/2025 – 30/06/2025 Remote, Belgium
SMART CONTRACT HACKING COURSE - LITE VERSION JohnyTime

Website https://smartcontractshacking.com/

CERTIFIED KUBERNETES ADMINISTRATOR: CKA (EXPIRED NOVEMBER 2024) The Linux Foundation

Website https://training.linuxfoundation.org/certification/certified-kubernetes-administrator-cka/

CISCO CERTIFIED DEVNET ASSOCIATE (EXPIRED JANUARY 2024) Cisco Systems

CISCO CERTIFIED ENTRY NETWORKING TECHNICIAN (CCENT) (EXPIRED OCTOBER 2022) Cisco Systems

DEVNET CLASS OF 2020 Cisco Systems

INITIATOR BASKETBALL Basketbal Vlaanderen

NACSPORT BASIC SCOUTING Nacsport

ORACLE CERTIFIED PROFESSIONAL, JAVA EE 5 WEB COMPONENT DEVELOPER Oracle

BECOME QLIKVIEW DEVELOPER FROM SCRATCH Udemy

LANGUAGE SKILLS

Mother tongue(s):   **SPANISH**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2
DUTCH	B2	B2	B2	B2	B1
FRENCH	A1	B1	A1	A1	A1
CATALAN	C2	C2	C1	C1	C2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user