

Julio Lozano

Support Engineer

EXPERIENCE

Lead Services Specialist – Digital Customer Support Engineer

GE Digital

Oct 2022 – Current

- Deliver support solutions to cloud customers utilizing enterprise monitoring tools and manage internal processes to enhance performance and facilitate troubleshooting on scheduled internal event.

Support Engineer

Blue Yonder

Jun 2019 – Oct 2022

- Support cloud and on-prem solutions, resolving application/web server failures, incident/root-cause resolution, and creation of knowledgebase articles.

Jr .Net Developer

Integracorp & H Consulting

Aug 2018 – Jun 2019

- Build and maintain web applications utilizing the .Net framework for digital manufacturing such as geolocation and Node.js for ecommerce.

Systems Analyst

4 Plus 1 Creative

Apr 2017 – May 2018

- Bridge between client and developers to collect and estimate project timelines, deliverables, thresholds, and costs.

TOOLS

Programming Languages

3 years: JavaScript

1 year: Node.js, ASP.Net (C#)

6 months: React.JS

Databases

4 years: SQL

1 year: MySQL

6 months: MongoDB

Software

3 years: Salesforce

3 years: Jira

1 year: Service-Now

6 months: Relay

Monitoring

3 years: Splunk

1 year: AppDynamics

CONTACT

Cell: +52 (871) 735 8795

Email: juliolozm20@gmail.com

Portfolio: juliozm20.github.io/Portfolio/

SUMMARY

Support engineer with 4+ years of providing service to Enterprise applications. 2+ years of supporting & developing modern web applications.

EDUCATION

Information Technologies Engineer

Universidad Politécnica de Cuenca

2013 – 2018

CERTIFICATIONS

Azure Fundamentals AZ-900

2021

LANGUAGES

English

Advanced

Spanish

Native

Version control

3 years: Git

1 year: SVN

Technologies

HTML, CSS, JQuery, Express, socket.io, VirtualBox, Docker, Azure, Unix/Bash