Julio Lozano

Lead Support Engineer

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juliolozm20.github.io/Portfolio/

EXPERIENCE

GE Digital — *Lead Services Specialist - Digital Customer Support Engineer*

OCT 2022 - PRESENT

Deliver support to cloud-facing incidents, defects, and configure events for site maintenance. Monitor application health using Amazon Redshift, Linux and Splunk dashboards. Perform site refresh using HVR, Linux and internal applications. Verify data endpoints using AWS console and Postman. Ensure SLA uptime performance using Linux (cron jobs, backups), Docker(files processed) and Splunk Synthetics (time completion).

Blue Yonder — *Support Engineer II*

JUN 2019 - OCT 2022

Support cloud and on-premise solutions. Troubleshoot application/web server failures, incidents, root cause analysis using Splunk, AppDynamics, SQL, Postman, Event Viewer, IIS, internal tools, debugging logs and network requests. Creation of knowledgebase articles. Customer success owner of enterprise account for weekly calls to deliver results on high priority cases.

Integracorp & H Consulting — *Jr .Net Developer*

AUG 2018 - JUN 2019

Build and maintain enterprise web applications utilizing the .Net framework with ASP.Net MVC and C# with SQL for geolocation and mining industries. Developing manufacturing applications and ecommerce sites using Node JS, Express JS and MySQL.

Systems Analyst — *4 Plus 1 Creative*

APR 2017 - MAY 2018

Bridge between client and developers to collect and estimate project timelines, task deliverables, thresholds and costs. Help Desk using SQL, Node JS and quality assurance.

EDUCATION

Universidad Politecnica de Cuencame — *Information Technologies Engineering*

AUG 2013 - FEB 2018

OOP fundamentals and Cisco networking

SKILLS

Programming Languages
JavaScript, Node.Js, ASP.Net (C#), React

Databases
SQL, MySQL, MongoDB

Monitoring
Splunk, AppDynamics

Tools/Software
Git, SVN, Postman, Docker, Linux, Bash, Azure, socket.io, Express JS, Material UI, Salesforce, Jira, Service-Now

LANGUAGES

English, Spanish