

Joaquin Kaleb Chavira Gonzalez

OT Engineer

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- Ciudad Juárez, Chihuahua, Mexico
- Nationality: Mexican
- Marital Status: Married
- Languages: Spanish (Native), English (C1 - Professional)
- Driver's License: Yes

Professional Summary

- Dynamic OT/IT professional with extensive experience in software development, system optimization, and team leadership. Proven expertise in designing and maintaining critical MES systems, network infrastructures, and process improvements to enhance operational efficiency. Adept at managing cross-functional teams and aligning technology strategies with business objectives.

Professional Experience

IT/OT Engineer

Inventec Iec Technologies – Ciudad Juárez

March 2024 – Present

- Supervised engineering teams to deliver OT system integrations, ensuring project success and operational reliability.
- Led the development and implementation of software solutions, streamlining workflows and enhancing performance.
- Designed network infrastructures to support manufacturing processes, improving system uptime.
- Developed custom software and integrated OT/IT systems, optimizing production data flow and system functionality.
- Ensured software stability through thorough testing and debugging, reducing downtime.

Expert Documentation NOC & Shift Supervisor

Flo Networks – Ciudad Juárez / Remote

March 2023 – August 2023

- Ensured accuracy and quality of RFO (Reason for Outage) and RCCA (Root Cause Corrective Action) documentation, supporting effective root cause analysis.
- Supervised NOC IT shift operations, coordinating incident management and ensuring service availability across multiple teams.
- Improved reporting processes and created detailed documentation to enhance operational transparency and knowledge sharing.
- Conducted performance reviews and provided feedback to team members, fostering continuous improvement.



NOC Level 1 Monitor and Technical Support
Flo Networks / Transtelco – Ciudad Juárez / Remote
September 2021 – March 2023

- Monitored network performance, ensuring service availability for enterprise and carrier clients.
- Diagnosed and resolved technical issues, escalating complex incidents to higher-level support.



IT Engineer
W. Silver Inc – Ciudad Juárez
November 2019 – August 2021

- Managed IT operations, including network infrastructure, cybersecurity, and DevOps practices.
- Led initiatives to improve IT systems and operational standards.



PM and DevOps Engineer
Universidad Autónoma de Ciudad Juárez (UACJ)
January 2017 – November 2019

- Directed web and application development projects, implementing DevOps practices to streamline processes.



Software and Web Developer
Fibra Óptica Conexiones y Mediciones de RL de CV – Ciudad Juárez
2016 – 2017

- Designed and developed the company's website, enhancing their digital presence.



Key Skills

- Fullstack Development: Java (SE), HTML, CSS, JavaScript, React, Node.js, Bootstrap.
- Database Management: SQL Server Management Studio, MySQL.
- Networking: Windows servers, enterprise-level networking, OT/IT integration.
- Manufacturing Systems: MES design, implementation, and optimization.
- Leadership: Team management, project supervision, and cross-functional collaboration.



Education

- Bachelor's Degree in Software Engineering in Universidad Autonoma de Ciudad Juárez
- Technical Developer, CBTIS 114, Ciudad Juárez, Chihuahua, Mexico



Certifications

Technical Certifications

- Harvard CS50: Introduction to Computer Science
- Fortinet NSE Levels 1, 2, and 3: Network Security Expert Certifications
- Oracle Cloud:
 - Oracle Cloud Data Management 2023
 - Oracle Cloud Infrastructure Certified Foundations Associate
- ITIL4 Foundation: IT Service Management Training
- LACNIC:
 - Basic Routing Course
 - Managed Security Course

Development and Programming

- FreeCodeCamp:
 - Front End Development Libraries
 - JavaScript Algorithms and Data Structures
 - Scientific Computing with Python
 - Data Visualization Certification
 - Responsive Web Design (Legacy and Modern)
 - Web-Based Data Visualization
 - College Algebra with Python
- Google:
 - Cloud Computing Certificate
 - Mobile App Development Course
 - Digital Skills for Professionals

Project Management and Agile Methodologies

- Soy Líder (Soylider.net): Scrum Master Basics Course

Cybersecurity and Networking

- Mayoristas de Partes y Servicios (MAPS):
 - Malware Analysis and Introduction to EDR Tools
 - SD-WAN: Intelligent and Flexible Network Architecture

Productivity and Software Tools

- MS Office: Advanced level in Word, Excel, PowerPoint, and Support Certificate