Joaquin Kaleb Chavira Gonzalez

OT Lead Engineer

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Personal Details:

- City: Ciudad Juarez
- Date of Birth: 26/03/1997
- Gender: Male
- Place of birth: Chihuahua, Chih
- Driver L: Yes
- Nationality: Mexican
- Marital Status: Married
- Spanish: Native
- English: C1 / Profesional

Resumen

- **IT Professional & Software Engineer**: Extensive experience in full-stack development, including Java SE, React, Node.js, and front-end technologies (HTML, CSS, JavaScript).
- **Current Role:** OT Lead Engineer at Inventec, focusing on optimizing systems and developing critical applications for SMT production. Responsible for developing and maintaining MES manufacturing systems.
- **Expertise:** Skilled in network management at both carrier and enterprise levels, with extensive knowledge of Windows server environments.
- **Database Management:** Proficient in SSMS and MySQL, ensuring effective database solutions and management.
- **Leadership:** Proven track record in leading teams, managing technical solutions, and delivering results in diverse technological environments.

Work Experience

IT/OT Team Lead Engineer
Inventec Iec Technologies - Cd Juarez
March 2024 - Present

- Led OT (Operations Technology) project engineering, overseeing critical system integrations.
- Managed software implementation and development, enhancing operational workflows.
- Designed and implemented network infrastructure, improving system reliability.
- Supervised engineering teams across multiple projects, ensuring timely delivery and quality standards.

IT/OT Developer Engineer
Inventec Iec Technologies - Cd Juarez
November 2023 – March 2024

- Designed, developed, and implemented software solutions using [especificar tecnologías, por ejemplo, Python, Java, etc.], enhancing system efficiency and functionality.
- Collaborated with cross-functional teams to integrate OT and IT systems, improving data flow and operational responsiveness.
- Conducted thorough testing and debugging to ensure software reliability and minimize downtime.

IT/OT Support Engineer
Inventec Iec Technologies - Cd Juarez
August 2023 - November 2023

- Provided technical support for Fuji and Panasonic machines, ensuring optimal performance in SMT and PCA production processes.
- Supported basic PLC operations, troubleshooting and maintaining essential production equipment.
- Conducted basic network inspections and maintenance to ensure consistent connectivity and minimize production disruptions.
- Assisted in process optimizations within PCA (Printed Circuit Assembly), enhancing overall production efficiency.

Expert Documentation NOC
Flo Networks - Cd Juarez / Remote
March 2023 - August 2023

- Reviewed and ensured the quality of RFO (Reason for Outage) and RCCA (Root Cause Corrective Action) documentation, supporting accurate root cause analysis and effective corrective actions.
- Applied ITIL best practices to document and manage incidents, ensuring adherence to IT service management standards and improving process efficiency.
- Developed and maintained comprehensive documentation of processes and libraries, facilitating knowledge sharing and consistency across the team.
- Conducted performance reviews of internal failure documentation, identifying areas for improvement and enhancing the quality of reporting.
- Generated and reviewed external reports for clients, ensuring clear communication and transparency regarding network issues and resolutions.

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

- Proactively monitored network performance to ensure optimal availability and service quality for telecommunications services.
- Diagnosed and resolved technical issues for business and carrier telecom customers, covering both metropolitan and long-distance areas.
- Managed incident resolution using ticketing systems and network management tools, ensuring timely and effective responses.
- Coordinated with higher-level support teams for the escalation and resolution of complex issues.
- Documented incidents and solutions thoroughly to enhance knowledge base and internal processes.
- Provided effective communication with customers to deliver status updates and resolve issues satisfactorily.

IT Engineer
W.Silver Inc
[November 2019 - August 2021]

- Engineer in charge of IT department
  - Network, cybersecurity, DevOps, Support, etc.

PM and DevOps Engineer
[UACJ - Universidad Autónoma de Ciudad Juárez]
[January 2017 - November 2019]

- Project manager and web and application developer

Software and Web Developer [Fibra Optica Conexiones y Mediciones de RL de CV]
[2016-2017]

- Development of the company's home page

Education:

- Bachelor's Degree in Software Engineering
  - Universidad Autónoma de Ciudad Juárez (UACJ), Graduated in May 2021
  - Thesis: Development of an ERP System

Technical School:

- Technical Developer, CBTIS 114, Ciudad Juárez, Chihuahua, Mexico

Certifications:

- Harvard CS50
  - SQL Advanced
- ITIL4 Foundation:
  - ITIL Foundation IT Service Management Training
- Oracle:
  - Oracle Cloud Data Management 2023 and Oracle Cloud Infrastructure Certified Foundations Associate
- Soy Lider (Soylider.net):
  - Scrum Master Basics Course
- Fortinet:
  - The Fortinet Network Security Expert (NSE) Level 1, 2 and 3
- Free Code Camp:
  - Front End Development Libraries
  - JavaScript Algorithms and Data Structures
  - Responsive Web Design
  - WEB-based Data Visualization
  - Scientific Computing with Python
  - Data Visualization Certification
  - College Algebra with Python
  - Legacy Responsive Web Design Challenges
- Google:
  - Certificate "Cloud Computing"
  - Certificate "Mobile App Development Course"
  - Certificate "Competencias Digitales para Profesionales"
- Lacnic:
  - Basic Routing Course
  - Managed Security Course
- Mayoristas de Partes y Servicios, S.A. de C.V. (MAPS):
  - "Malware Analysis and Introduction to EDR Tools"
  - "SD-WAN: Intelligent and Flexible Network Architecture"
- MS Office
  - MS Office Basic Package Certificate (Word, Excel, and PowerPoint) at an advanced level and Support Certificate