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ALEX SOTO

I am an Electronic Engineer with more than 13 years of experience in Information Technology and Networking, working with companies in different sectors like Construction, Banking, Health Care, and Outsourcing has given me the advantage of combining my electronic knowledge and my work experience through different sectors to solve problems and propose solutions on large-scale and diverse projects. I have Cisco CCNA (**ID: CSC014083242**) and Microsoft MCSA certificates.

I am passionate about technology, electronics, programming, and web development. I am a dynamic, responsible, and multicultural team worker. I have had the experience of being a Project Engineer in Milan, Italy, and a team leader in Lima, Peru. I quickly learn new knowledge and acquire new skills.

EXPERIENCES

FULLSTACK WEB DEVELOPER

CAREERFOUNDRY – UNITED STATES OF AMERICA

MAY 2023 – MAY 2024

- Built a Portfolio Site using React and CSS.
- Development of a JavaScript app that communicates with an external API. It displays a list of data items, allowing the user to get a detailed view of each individual item on the list.
- Built a complete full-stack application with Node.js and Express backend for a REST API, and REACT for the frontend. Users can interact with the API to retrieve details about movies, genres, and directors, create new users, and manage their favorite movies.
- Built a serverless, progressive web app that fetches data from Google Calendar API using REACT.
- Built a JavaScript chat app built with REACT NATIVE, featuring advanced functionalities such as offline storage or geolocation.
- Built a version of my REACT API (Node.js and Express) with Angular.

SUPPORT TECHNICIAN II

DUOSTECHNOLOGIES – UNITED STATES OF AMERICA

Nov 2022 – Present

- Support Level II for the Railcar Inspection Portal System (RIP). An Artificial intelligence infrastructure based on multiple types of Cameras, Physical/Virtual servers Linux/Windows, Switches L2/L3, Lights, and Transcoders from RS232/48 5 to Modbus, Sensors, UPS, etc.
- Configure routing/switching of the local area network (LAN), prepare VLAN, TRUNKS, access lists, port channels, POE, etc. Set up network devices.

- Troubleshooting network issues, using tools such as Wireshark and network monitoring servers such as PRTG.
- Evaluate local area network (LAN) and wide area network (WAN) performance data to ensure sufficient availability of bandwidth.
- Install new systems, hardware, or software components, ensuring integration with existing network systems, such as RS232 to IP Modbus laser speed sensors.
- Coordinate onsite preventive maintenance and standard repairs to ensure proper operation of RIP infrastructure.
- Document network changes.
- Provide telephone support for network or connectivity problems.
- Research hardware or software products to meet technical network or security needs.
- Conduct monthly network reports (Availability of the Network, Availability of the system)
- Train users on procedures to provide support to the RIP.

PROJECT ENGINEER

GEMMO SPA – ITALY

Nov 2019 – Sept 2022

- Design of LAN NETWORK to deploy BMS (Building Management System) for the new RIMED's corporation hospital (Centre for Biotechnology and Biomedical Research - Sicilia).
- Management and support of LAN and WAN NETWORK of Niguarda Hospital.
- **Help to develop an IOT application interface to monitor gas consumption using LORAWAN Adeunis pulse counters sensors, Multitech Lora Gateway, and php API-REST as a backend application.**
- Provide management and support level 3 to CAV enterprise (Veneto Road Concessionary) LAN and WAN Network.
- Management and support of VMWARE vSphere Essentials platform to CAV.
- Installation and configuration of VoIP PBX with FreePBX appliance for CAV.
- Configuration and deployment of Falcon CrowdStrike Antivirus for CAV network.
- Management and support of different kinds of Servers Windows and Linux to many contractors.
- Installation and configuration of Active Directory Domain Controllers and Security Policies implementation for ENI's Video Surveillance System (ENI from LIBYA).
- **Development of an API Modbus using C# in Monodevelopemnt for monitoring flashing LED control units in Linux for the National Bank of Italy (Banca d'Italia).**

ELECTRONIC ENGINEER

TRAFFITEK SA – ITALY

April 2018 – Oct 2019

- Research and development of hardware and software for traffic control devices.
- Research and development of ANPR (Automatic Number Plate Recognition) software using C# and Monodevelopment.
- **Development of ethernet interface for the central traffic light to take remote control of it by internet. For this project, it was used Arduino i2c bus to interface with the traffic light, and a C++ program to pull out its information status or to control it.**
- **Development of client-server software to take remote control of the central traffic lights using C# and a TCP/IP library.**
- Design and development of hardware (Altium Designer) that provides an ethernet interface to our central traffic light.
- In charge of the design and development of traffic light Countdown.

- Configuration of LAN, VPN, and FTP servers.

IT INFRASTRUCTURE ANALIST FOR LATAM AND CANADA

SCOTIABANK SAC - PERU

Dec 2016 – Dec 2017

- **Office 365**
Member of the team in charge of the Office 365 Implementation and Support Level 3 for LATAM and Canada
User account Provisioning and troubleshooting.
Work Space Creation
Team Groups Creation
Planner Groups Creation
- **AD Connect**
AD Connect Synchronization Troubleshooting
- **Exchange Online**
Migration of mailboxes from on-premises to Office 365
Migration back of mailboxes from Office 365 to on-premises
Shared Mailbox creation
Mailbox Routing
Change mail address attribute
- **Power BI/Teams/Planner**
Creation of a dashboard for business analysis.
Knowledge of Dax
- **SYSTEM CENTER OPERATIONS MANAGER (SCOM)**
Responsible for the management and configuration of the SCOM service (management service, high-availability database service)
Monitoring the status of the agents (network devices) managed by EIS Peru.
Check and provide solutions to solve the alerts/issues reported by the SCOM Server.
Keep updating the infrastructure of the network.
- **AIRWATCH (CANADA & LATIN AMERICA)**
Provisioning user accounts
Block/wipe user's account information when phone devices are lost or stolen.

NETWORK ADMINISTRATOR

CLINICA MEDICA CAYETANO HEREDIA

Apr 2012 - Jul 2016

- Design, management, and support of the hospital's LAN, and WAN.
- Configuration and deployment of VoIP Servers Asterisk for the hospital's call center (Asterisk, FreePBX, Denwa PBX).
- Administration and configuration of routers and switches L2, L3 (CISCO, HP, MICROTIK).
- Administration and configuration of Microsoft Windows Server 2008, 2012 servers (AD DC, DNS, IIS, FS, HyperV, WSUS, FTP, SQL)
- Linux Servers (Centos, Debian) installation, configuration, and support (Mail, Samba, FTP, Open VPN, Squid Proxy, Iptables Firewall, Web Apache, DHCP).
- UTM's PfSense, Endian installation, configuration, and support (Firewall, OpenVPN, Squid proxy).

- Zimbra Mail Server installation, configuration and support.
- OTRS-ITSM Service Desk server installation, configuration, and support to assist incidents and requirements IT Services.
- Network Monitor Server installation, configuration, and support in Linux and Windows Server (Nagios and PRTG respectively).
- McAfee Antivirus server administration.
- Manage procedures to get the attention of incidents, problems, requirements, tasks, and consultations aimed at providing IT services that help improve the core of the business based on ITIL best practices.
- Manage, evaluate, and negotiate the acquisition of new infrastructure solutions for servers, networks, and telecommunications.

IT SUPPORT LEVEL 3 - PLATAFORMA Y TELECOMUNICACIONES

FORTEL CONTACT CENTER & BPO

Jan 2011 to Apr 2012

- Management and Configuration of PBX Servers (Asterisk).
- Network administration and support.
- Management and configuration of Routers and Switches L2, L3 (CISCO, HP, MICROTIK, D-LINK)
- Implementation and administration of Linux Servers (Proxy, Firewall PfSense, Dhcp, OpenVPN, Apache)
- Tasks automatization using shell Bash.
- Configuration, management, and support of UTM's.
- Administration of Kaspersky Antivirus Server.
- Server Administrator Windows 2003, 2008 (Active Directory, FileServer, DNS).
- Administration, configuration, and monitoring of Servers.
- Call Charge Reports.
- Make corrective and preventive reports for the solution of problems in the critical components of the platform.
- Elaboration of procedures verification, correction, contingency, and maintenance of the platform.
- Provide Support to the INCONCERT Call Center Platform (Release 4.5-5.5- Allegro).

IT SUPPORT LEVEL 2 - Applications

FOTEL CONTACT CENTER

Oct 2009 to Dec 2010

- Administration, and configuration of the Active Directory and security policies proposed by the company.
- Configuration of the LAN Networks.
- Administration of Firewall, File Server, DNS, and Kaspersky Antivirus servers.
- Monitoring of Servers' software and hardware resources with different operating systems with PRTG, and ZENOS.
- Attention to the incidents and the requirements made to the IT area.
- Development of incident indicators and area requirements.
- Support in planning the growth of the Platform.
- Investigate and propose new solutions to Management in both Software and Hardware.

COMPUTER LABORATORY RESPONSIBLE

UNIVERSIDAD NACIONAL DEL CALLAO

Oct 2007 to Dec 2008

- Software and Hardware Maintenance of Firewall and Proxy Servers.
 - Structured wiring maintenance.
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KNOWLEDGE

Networking Routing and Switching
VPN
Network Load Balances
Linux and Windows Servers
Virtualization Technologies (VMware, Hyper-V)
High Availability Technologies, Clustering (Hyper-V, VMWARE)
VoiP Technology
Storage Technologies (SAN, NAS)
AD Federation Services technology, Dynamic Access Control, FSRM in WS2012R2
Remote Administration Technologies (Windows Server Direct Access, VPN)
Lora, Lorawan
C++ Language Programm
Bash
ITIL
Network Protocols: TCP/IP, OSPF, EIGRP, HSRP, RIP, NAT, STP, RSTP, RSTP+, SNMP,
SIP, IAX, IMAP, POP3, SMTP, FTP, TFTP, TELNET, Lorawan
Electronic Protocols: RS232, RS485, I2C, USB, Modbus, Lora

EDUCATION

ELECTRONIC ENGINEER

NATIONAL UNIVERSITY OF CALLAO (PERU)
2011 - 2012

BACHELOR IN ELECTRONIC ENGINEERING

NATIONAL UNIVERSITY OF CALLAO (PERU)
2005 – 2009

FULL STACK WEB DEVELOPMENT BOOT CAMP

CAREERFOUNDRY (United States of America)
MAY 2023 – MAY 2024

Intro to Frontend Development

- Getting Started with Web Development
- HTML, Web, and HTML Semantics
- Advance HTML & Web Accessibility
- CSS, Advanced CSS Layout and Topics in CSS
- CSS Preprocessors & CSS Variables
- Git & Version Control
- Code Quality, Testing, and Web Hosting

Introduction to JavaScript

- JavaScript Basic I & II
 - DOM Interaction
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- APIs, Ajax & Asynchronous Behavior
- Complex UI Patterns with JavaScript
- Introduction to jQuery
- Bootstrap & UI Libraries
- Performance & Debugging

Server-Side Programming & Node.js

- Intro to Server-Side Programming
- Node.js Modules
- Packages & Packages Manager
- Web Server Framework & Express
- REST & API Endpoints
- Relational Database & SQL
- Non-Relational Database & MongoDB
- The Business Logic Layer
- Authentication & Authorization
- Data Security & Authorization, Validation & Ethics

JavaScript Framework

- Building with JavaScript
- React Components & the Virtual DOM
- React Lifecycle Methods
- React Forms
- React Bootstrap
- Client-Side App Routing
- Introduction to Redux
- Deploying & Hosting a React App

Testing in the Development Process

- Test-Driven Development & Test Scenarios
- Intro to Serverless Functions & Authentication
- Writing & Testing Serverless Functions
- Unit Testing, Integration Testing
- User Acceptance & End-to-End Testing
- Continuous Delivery
- Object-Oriented Programming
- Progressive Web Applications
- Data Visualization

Native App Development & React Native

- Building Native Applications with JavaScript
- Chat UIs & Accessibility
- Real-Time Application & Data Storage
- Storing Data on the Client Side

- Communication Features

Collaboration & Documentation

- Collaboration & Project Management
- Introduction to Angular
- Advance Angular I & II
- Documentation, Handoffs, and Providing Constructive Feedback

200-301 CISCO CCNA

IPCERT (ITALY)

March 2021

- Got CCNA certificate ID: CSC014083242

CAN BUS (Controller Area Network)

UDEMY WEB LEARNING PLATFORM (ITALY)

May 2019

- Understand the commercial and technical factors that have driven the development of CAN Bus.
- Understand the need for network arbitration and how it is done with CAN Bus
- Know the CAN Bus data frame format.
- Get an appreciation of the various parts of the CAN Bus data frame and their purposes.
- Understand how non-destructive collision detection occurs at the byte level.
- Appreciate which part of the protocol is managed in the firmware and what should be specified by the designer.
- Configure the CAN bus message identifiers and the data format on the actual CAN bus hardware.
- Use the CAN Bus simulation software to simulate a CAN bus network.

8051 MICROCONTROLLERS

UDEMY WEB LEARNING PLATFORM (ITALY)

May 2019

- Program 8051 IO Ports 0,1,2, 3
- Use built-in mikroC libraries
- Program seven segments and character LCD using I2C.
- Program serial port (UART)
- Program different modes of timers and counters
- Program Serial port interrupts.
- Program two external hardware interrupts.
- Program timers interrupt.

COACHING

QUALITY LEARNING CENTER (PERU)

Nov 2017 (8 Hours)

- Coaching and Leadership

20347 ENABLING AND MANAGING OFFICE 365

NEW HORIZONS COMPUTER AND LEARNING (PERU)

Oct 2017 - Oct 2017 (40 Hours)

- Planning and provisioning of Microsoft Office 365.

- Microsoft Office 365 user and group management.
- Configuring client connectivity to Microsoft Office 365.
- Planning and configuring directory synchronization.
- Planning and distribution of Office 2016 ProPlus.
- Recipient planning and management and Exchange Online permissions.
- Planning and configuring Microsoft Exchange Online services (Migration to Exchange Online).
- Planning and configuring SharePoint Online.
- Monitoring and troubleshooting of Microsoft Office 365.

ENABLING POWER BI

TECNOFOR (PERU)

Sept 2017 – Sept 2017 (8 Hours)

- Differences between PBI and Microsoft Excel.
- Power BI architecture.
- Dashboard, reports, data sets.
- Power BI Desktop.
- Publish PBI Service.
- Data management.
- Relationship between information tables.
- Data design and modeling.
- Dax Language.
- Publish on the Web, tablets and mobile phones.
- Installation and configuration of PBI Gateway.

MCSA TRAINING

NEW HORIZONS COMPUTER AND LEARNING (PERU)

Jan 2014 - Feb 2014

(Microsoft Certified Solutions Associate ID: 10657316)

Certification Number: E826-3497

Microsoft Certified Professional

Certification Number: E735-8566)

- **Installation and configuration of Windows Server 2012**
AD DS, IPV4, DHCP, DNS, IIS IPV6, Local Storage, FPS, GPOs, Hyper-v.
- **Windows Server 2012 Administration**
R RODCs, NPS, NAP, DirectAccess VPN, FSRM, EFS (Encrypting File System), Windows Deployment Services, WSUS.
- **Advanced Windows Sever 2012 Configuration**
ISCSI Branch Cache and FSRM, DAC, AD CS, AD RMS, AD FS, NLB, Failover Cluster, Hyper-V & Failover Cluster.

INFORMATION TECHNOLOGY INFRASTRUCTURE LIBRARY (ITIL V.2011)

TECSUP (PERU)

Jan 2013 - Feb 2013

- Service Strategy Management, Demand Management, Transition Management, Operations Management, and Continuous Improvement Management.

ENTERPRISE LINUX ADMINISTRATOR & ENGINEER

CIBERTEC (PERU)

Mar 2012 - Jun 2012

- Linux Essentials, Linux Enterprise Administration and Management, Red Services, and Linux Enterprise Security.

CISCO CERTIFIED NETWORK ASSOCIATE (CCNA EXPLORATION)

TECHNOLOGICAL UNIVERSITY OF PERU

Nov 2010 - Nov 2011

- Network fundamentals, routing protocols and concepts, LAN switching, and wireless accessing the WAN.

-FORTEL CONTACT CENTER

Jun 2010

Basic Knowledge of SQL Database, MySql.

LANGUAGES

LANGUAGES

Native Spanish Speaker

Advanced English

Advanced Italian

LIDERSHIP

Led technical group to perform Perimeter and Internal Security projects.

Implementation of Enterprise E-mail, L2L radio links, Data Center, and DICOM Image Analysis Services. Supervision of the Helpdesk tasks.

Lead

First Aid and Disaster Brigadist at the Cayetano Heredia Medical Clinic.

Transitional supervisor for the Helpdesk Team in FORTEL CONTACT CENTER & BPO.

REFERENCES

Eng. Ciro Ascione: Director, Business Unit System

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Claudio Vásquez: Chief of Electronic Laboratory.

Enterprise: COTENER SAC.

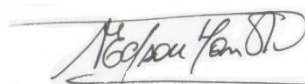
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I authorize the processing of my data present in the CV according to Art. 13 of Legislative Decree 30 June 2003, n. 196
"Code regarding the protection of personal data" and art. 13 of the GDPR (EU Regulation 2016/679).

Jacksonville 10/12/2022



ALEXIS EDSON SOTO SANTOS