

Miguel González Hernández



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Previous Work Experience

2022

APPLICATION ENGINEER, ST ENGINEERING IDIRECT (SORTIS TEAM)

- Managed satellite network operations for global clients; ensured customer support team efficiency.
- Spearheaded international on-site installations; provided adaptable, hands-on support.
- Analyzed metrics for the customer support department using Salesforce, Python's Pandas, Newtec, and Public API.
- Pioneered the use of Machine Learning algorithms for proactive incident management.
- Oversaw databases in the Newtec Dialog platform; guaranteed efficient data handling.
- Enhanced operational efficiency on CentOS using Shell scripting for automation.
- Leveraged Jira and Confluence for task management, team coordination, and documentation.

2015-2020

ACADEMY AND PRIVATE TEACHER

- Taught maths and physics to students (15-18 years) at Academia Sigma.
- Provided private tutoring for Bachillerato and university entrance exams.

Education

2021-2022

MASTER IN COMPUTER SCIENCE (ERASMUS +)

Politecnico di Milano

Average Grade: 7.5

2020-2023

MASTER IN TELECOMMUNICATION ENGINEERING

Universidad Politécnica de Madrid (UPM)

Specialty: Machine learning and multimedia data science

Average Grade: 7.8, Master Thesis: 10

2014-2020

DEGREE IN TELECOMMUNICATIONS TECHNOLOGIES AND SERVICES ENGINEERING

Universidad Politécnica de Madrid (UPM)

Specialty: Sound and Image, Bachelor Thesis: 9.5

2020

PYTHON PROFESSIONAL CERTIFICATION

Asociación española de programadores informáticos(AEPI)

Average Grade: 8.8, Course Final project: 8.5

Languages

- English C1: Cambridge English: Advanced (CAE) 2017, Aptis Exam 194/200 (C1) 2020
- Basic Italian Competence

Programming Languages and IT

- Python: Data Science (Pandas, Scikit-learn) and AI (CNNs, Transformers, LSTMs).
- Databases: SQL LITE, MYSQL, TSDB.
- Docker and Kubernetes deployment on Google Cloud Platform.
- Linux platforms: Ubuntu, Debian, Cent OS.
- Java and Matlab.

Additional Information

- Driver's license.
- Experienced in international business trips.
- Finance manager at a university association.

I strongly recommend looking at my personal projects website: .