

## Paula Rodríguez

### Cloud engineer

[paula.rm@gmail.com](mailto:paula.rm@gmail.com)  
[github.com/pauloba](https://github.com/pauloba)  
[stackoverflow](https://stackoverflow.com)

## Languages

Galician - native  
Spanish - native  
Catalan - proficient  
English - proficient  
Polish - entry level

## Tech stack

Kubernetes  
Terraform  
Jenkins  
Docker  
Helm  
SQL  
git

## Methodologies

IaC + CI/CD  
Kaizen  
Agile (Scrum)  
Git flow  
Peer review  
Merge Requests  
DevSecOps  
security checks  
vulnerability monitoring  
clean/maintainable code

I have a degree in Computer science from Vigo University.  
In 2017 I got into Cloud Computing and I've been working with:  
Docker, K8s, Istio, Terraform, Helm, Jenkins.  
I have hands-on experience in technical support and system administration, especially with GCP.

## Experience

### FonYou [ Jul 2021 - now ] Cloud Sysadmin

Deployment, operation and support for cloud-based production systems, ensuring the availability, performance, scalability and security of the systems.

Automation of processes and operations + support and maintenance of company-developed applications.

### Google through Webhelp [ Jan 2019 - June 2021 ]

#### Subject Matter Expert

Help customers troubleshoot and fix GCP integrations.

Bug reporting (internal tools), and bug quality review.

Mentor and guide colleagues to improve the support service quality, within SLAs and SLOs.

Create, improve and maintain internal documentation.

Internal training for the infrastructure team.

### Google through Sellbytel [ Aug 2017 - Jan 2019 ]

#### Technical Solutions Representative

Triage, diagnosis and solution of issues related to services of customers hosted in GCP, through email, phone and Hangouts.

Experience with a Salesforce-based ticketing system.

Technologies: GCE, GKE, VPC networks, Container Registry, Deployment manager, Pub/Sub, GCP APIs, IAM & Security.

## Experience

### Soft skills

Empathy  
Teamwork  
Work ethic  
Critical thinking  
Active listening  
Documentation  
Resourcefulness

#### Enxendra Technologies [ Nov 2016 – Apr 2017 ]

##### Level 2 support and QA unit testing

Patch deployment, UNIX sysadmin (syslog, tomcat, crontab, ssh).  
Java unit testing with Groovy and Spock.  
Experience with the Atlassian stack: Jira, confluence, bitbucket.  
Technologies: docker, IntelliJ, eclipse, SoapUI, postman, MySQL, Java, Ant, Maven, SpringBoot, Groovy and Spock.

### Education

*Computer science degree*  
at **UVigo [ 2012 - 2016 ]**  
Final project  
[pauloba/latch-plugin-mediawiki](#)

*High level trade school,  
Computer Programming*  
at **[CPR Daniel Castelao](#)**  
**[ 2003 - 2005 ]**

*Professional training course:  
Java Programmer and analyst*  
11 months **[ 2011 ]**

#### Telefónica Security Op. Center

##### [ Nov 2015 - Oct 2016 ] Level 2 security technician

Coordination with CSIRT / CERT, ISPs, web hostings, registrars and registrants to stop and prevent global fraud attempts.  
Incident reporting: analysis and reports for final customers.  
Real time network monitoring and security incident analysis with Cisco FirePOWER/SourceFire/FireSight sources for QRadar.  
QRadar (IBM SIEM) rule adjustment to fine-tune detections.  
Online fraud prevention: referer analysis, bank transfer analysis, monitoring of suspicious phishing connections.  
Real time analysis and mitigation for Bank Trojans, halcash.  
Experience with the SIRIOS ticketing system and ITSM Remedy.

#### National Association for Information Security

##### [ Jan – Sept 2015 ] General Secretary

The [project](#) was motivated by approval of BOE-A-2015-344  
Website sysadmin via Wordpress panel and ssh.  
Merchandising design w/Gimp+Inkscape: t-shirts, banners, logo.

## Experience

### Conferences

#### **Organizing committee**

##### ***r2con* [ 2017 - 2020 ]**

Merchandising

Schedule planning

##### ***r2con2020 website***

Community manager

Organizing speakers/trainers

Audio testing w/music artists

#### **Attendee**

##### **CCC [ 2017 - 2020 ]**

##### **GSIC Sec. Conference [ 2012 ]**

##### **RootedCON [ 2012 - 2017 ]**

#### **Vigo University [ 2010 – 2013 ] Sysadmin**

Installation, config. and maintenance of the Campus softw/hard.

Management of LDAP systems, SquirrelMail, print servers,  
network monitoring software.

Restoration and recovery of hardware from old computers.

Network backup management with Clonezilla + Norton Ghost.

Tech support for students and teachers of the Campus labs.

#### **Self-employment [ 2007 - 2015 ] Teacher**

English and mathematics teacher for high school students.