Paula Rodríguez, Cloud engineer: github.com   stackoverflow.com

I'm a tech professional with a CS degree and experience in an array of fields including system administration, infrastructure integrations and maintenance, cloud architecture and software development.

I have a pragmatic, results-oriented approach combined with a collaborative mindset, I believe in teamplay as a life strategy.

Vodafone [Oct 2023 - now] Platform engineer

Designed, configured, and administered **AWS** and **GCP** infra leveraging **DevOps** practices.
Collaborated on **architectural** decisions to enable scalable solutions and platform growth.
Designed blueprints for multi-tenant platforms, defined **rollout strategies**, and implemented **IaC** with **terraform** and **terragrunt**.
Built, supported and maintained in-house IDP based on an Open Source framework: node js in the backend React in the frontend.
Built and maintained **CI/CD pipelines** for applications and infrastructure releases with **GitHub Actions** and **GitLab CI/CD**, ensuring secure, reliable, and automated delivery.

FonYou [Jul 2021 - Sep 2023] Cloud Sysadmin

Deployment, operation, and support of cloud-based production systems on **GCP**, ensuring system availability, performance, scalability, and security. Automated processes and operations through **Terraform**, including the design, writing, and long-term maintenance of **custom Terraform modules** to standardize infrastructure delivery.
Led the deployment of Java applications using **Jenkins**, **Terraform**, and **Helm charts**, enabling reproducible and scalable rollouts across environments.
Troubleshooted k8s clusters with the help of monitoring and observability solutions with **Wazuh**, **Grafana** + **Prometheus** and **Datadog**.
Provided ongoing support and maintenance for company-developed applications, ensuring seamless integration with cloud infrastructure and reliable production operations.

Google through Webhelp [Jan 2019 - June 2021] Subject Matter Expert

Helped customers troubleshoot and fix **GCP integrations** via videoconference guiding them to quick results, reviewing their logs and sharing scripts oriented to fixing issues on their cloud integrations.
Opened internal bugs with Google engineers, assuring the best quality, gathering logs, screenshots, code snippets and adding full context of the technical context. Collaborated with engineers to solve customer and GCP product issues.
Mentored and **guided** colleagues to **improve** the **SLAs**, **SLOs** and **SLIs**.
Created, improved and maintained **internal documentation**.
Provided **internal training** for the infrastructure team.

Google through Sellbytel [Aug 2017 - Jan 2019] Tech. Solutions Representative

Triaged, **diagnosed** and **solved issues** related to **GCP** services, through email, phone and videoconference. Experience with a **Salesforce-based ticketing system**.
Technologies: **GCE**, **GKE**, **VPC**, **Container Registry**, **Cloud Run**, **Pub/Sub**, **IAM&Security**.

Enxendra Technologies [Nov 2016 - Apr 2017] Level 2 support and QA

Patched Java deployments, **administered UNIX systems** (syslog, crontab, tomcat, Java WAR deployment).
Developed Java **unit tests** with **Groovy** and **Spock**.
Experience with the Atlassian stack: **jira**, **confluence**, **bitbucket**.
Technologies: **docker**, **IntelliJ**, **eclipse**, **SoapUI**, **postman**, **MySQL**, **Java**, **Ant**, **Maven**, **SpringBoot**.

Telefónica SOC [Nov 2015 - Oct 2016] Level 2 security technician

Coordinated with **CSIRT/CERT/ISP/web hostings/registrars/registrants** to stop and prevent fraud.
Wrote **incident reports** and **analysed incidents** for final customers.
Real time network monitoring and security incident analysis with **Cisco FirePOWER/SourceFire/FireSight** sources for **QRadar**.
Adjusted rules and fine-tuned **QRadar** (IBM SIEM) to discard and **minimize false positives.**
Prevented online fraud via: referer analysis, bank transfer analysis, monitoring of suspicious phishing connections.
Analysed and **mitigated** real time **Bank Trojans**, **halcash**.
Experience with the **SIRIOS ticketing** system and **ITSM Remedy**.

ANSI [Jan - Sept 2015] General Secretary

Administrated **WordPress website** and **designed** merchandising with **Gimp** and **Inkscape**.

Vigo University [2010 - 2013] Sysadmin

Installed, configured and **maintained** the Campus **software** and **hardware**.
Managed **LDAP** systems, **SquirrelMail**, **print servers**, **network monitoring** software.
Managed network **backups** with **Clonezilla** + **Norton Ghost**.
Provided **technical support** to students and teachers of the Campus laboratories.

Education

Computer science degree at UVigo Final project pauloba/latch-plugin-mediawiki

High level trade school: Computer Programming, at CPR Daniel Castelao