Paula Rodríguez, Cloud Engineer | github.com | stackoverflow.com |
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I'm a tech professional with a CS degree and experience in an array of fields including system administration, infrastructure integrations and maintenance and cloud architecture.
I have a pragmatic, results-oriented approach combined with a collaborative mindset.
I believe in team play as a life strategy.

Vodafone [Oct 2023-now] - Platform engineer

Designed, configured and administered **AWS** and **GCP** infrastructure leveraging **DevOps** practices.
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** for the backend, **React** for the frontend.
Built and maintained **CI/CD pipelines** for apps and infra releases with **GitHub Actions**.

FonYou [Jul 2021-Sep 2023] - Cloud System Administrator

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 via 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 integration issues.

Opened internal bugs with Google engineers, ensuring high quality, gathering logs, screenshots, code snippets and adding full 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 via Sellbytel [Aug 2017-Jan 2019] - Technical Solutions Representative

Triaged, **diagnosed** and **solved issues** related to **GCP** services, through email, phone and video conference. 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] - Support and Quality Assurance

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] - Cybersecurity Technician

Coordinated with **CSIRT**, **CERT**, **ISP**, **web hosting providers**, **registrars** and **registrants** to stop and prevent global 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 and 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 2025-Sept 2015] - General Secretary

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

Vigo University [2010-2013] - System Administrator

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.

r2CON [Jan 2017-Dec 2024]

Member of the congress organizing committee **www.radare.org/con**

Education

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

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