

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