

# Pietro Uni Segura

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Infrastructure Engineer with 4+ years of production experience building and operating enterprise platforms. Hands-on experience in Terraform, Kubernetes, Docker, and AWS for infrastructure automation and container orchestration. Deep networking foundation (CCNA/CCNP certified, 3+ years Cisco TAC) enables rapid troubleshooting of distributed systems, design of scalable architectures, and management of high-availability environments.

## Skills

### Cloud & Infrastructure

- AWS (VPC, EC2, S3, CloudFront, Route53, IAM, EKS)
- Infrastructure as Code: Terraform, Ansible
- Containers & Orchestration: Kubernetes, Docker
- Systems: Linux, Windows Server

### DevOps & Automation

- CI/CD: GitHub Actions, Jenkins
- Scripting: Python, Bash, PowerShell
- Version Control: Git, GitHub

### Monitoring & Observability

- Splunk, Nagios, Azure Monitor, CloudWatch
- Log analysis and correlation
- Alerting and incident response

### Network & Telecommunications

- Enterprise Routing & Switching: OSPF, EIGRP, BGP, STP
- Platforms: Cisco Catalyst, DNA Center
- Network Automation: Python scripting for Cisco devices
- Protocol analysis and troubleshooting

## Professional Experience

### Giesecke+Devrient

#### Network Operations Engineer

Apr 2024 – Present

- Monitor production payment infrastructure using Azure Monitor, Splunk, Nagios, and Naemon-based monitoring tools, responding to alerts and incidents to maintain service availability for critical financial systems
- Review and validate L2 incident tickets for completeness including root cause analysis documentation, ensuring operational procedures are followed and knowledge is properly captured
- Schedule maintenance windows and coordinate customer notifications for infrastructure changes including network device upgrades, security patches, and system migrations

### Cisco

#### Cisco TAC Engineer Tier 2 - DNA Center

Aug 2023 – Mar 2024

- Deployed and troubleshoot Kubernetes-based Cisco DNA Center installations, working with Docker containers, persistent volumes, and cluster networking for large enterprise SDN deployments
- Led software upgrade procedures for DNA Center clusters, including pre-checks, backup/restore validation, and zero-downtime migration strategies.
- Debugged complex Linux system issues (CentOS-based DNAC appliances), using CLI tools, log analysis, and process management to resolve deployment failures and performance bottlenecks

#### Cisco TAC Engineer Tier 2 – Routing & Switching

Feb 2021 – Aug 2023

#### Cisco TAC Engineer Tier 1 – Routing & Switching

Jun 2020 – Feb 2021

- Provided enterprise-level support for Cisco routing & switching infrastructure (Catalyst 2K-9K switches, IE routers), covering network design, advanced troubleshooting, system migrations, and software lifecycle management
- Conducted root cause analysis for complex network issues involving routing protocols (OSPF, EIGRP, BGP), spanning-tree, VLANs, and layer 2/3 integrations
- Managed crisis escalations and customer outages with structured problem-solving approach—skills directly applicable to production incident management in DevOps environments

## Earlier Experience

Dole Food Company - Senior Service Desk Engineer

Nov 2017 - Jun 2020

Align Technology - iTero Specialist Engineer

Nov 2016 – Nov 2017

HP Inc. - Technical Support Engineer

Jan 2014 – Nov 2016

## Technical Projects

### Production Cloud Infrastructure Platform [github.com/pietrocious/suprsymmetry](https://github.com/pietrocious/suprsymmetry)

- Architected and deployed production-grade AWS infrastructure including multi-AZ VPC with public/private subnets, Application Load Balancers, and Auto Scaling Groups; infrastructure scales automatically based on demand with health checks and failover capabilities
- Developed reusable Terraform modules for VPC networking, compute resources, and container orchestration; modules support multiple environments (dev/staging/prod) with centralized state management using S3 and DynamoDB locking

### Personal Portfolio Website [suprsymmetry.com](https://suprsymmetry.com)

- Deployed static website on AWS using S3, CloudFront CDN, and Route53 for DNS management; configured SSL/TLS certificates via AWS Certificate Manager for secure HTTPS access
- Implemented infrastructure-as-code using terraform with remote state management (s3 backend + dynamodb locking); the entire site infrastructure is reproducible from code
- Built reusable terraform modules for VPC networking (multi-AZ with public/private subnets), ALB/ASG compute resources, validated through destroy/rebuild testing

## Network Automation & Infrastructure

- Developed Python scripts for Cisco devices using DNA Center to automate configuration backups, compliance validation, and bulk configuration changes across 20+ devices; reduced manual errors by 95%
- Applied networking fundamentals (TCP/IP, routing, security groups, NACLs) to cloud infrastructure design; leveraged deep understanding of network protocols for troubleshooting and optimization

## Education and Certifications

Universidad CENFOTEC - Associate's degree - Network Infrastructure & Telecommunications  
Focus: Enterprise networking, Linux systems, virtualization, and network security

**Jun 2019 – Dec 2021**

Universidad CENFOTEC - Associate's degree - Cybersecurity

**Sep 2019 – Aug 2021**

Focus: Security operations, penetration testing, and secure infrastructure design

AXELOS, ITIL® Foundations V4

**Obtained Oct 2020**

Cisco, CCNA 200-301

**Valid until May 2027**

Cisco, ENARSI 300-410

**Valid until May 2027**

## References

References available upon request