Santiago Martinez

SysAdmin | Programming Technician | Network Technician

Concordia, Entre Ríos, Argentina | 28 years old

Full-time availability | On-call availability

Proprietary technical equipment and fully equipped remote workspace.

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> *This curriculum is a summarized version focused on skills and certifications. I invite you to explore the extensive version of my professional career at profile.maokata.com.*

Professional Profile

I view technology as a medium for solving complex problems. My professional journey began in engineering, a stage that granted me a non-negotiable structural vision: the conviction that no system can scale or endure without a solid and well-calculated foundation. This mindset follows me today in every line of code and throughout every design and implementation process.

I found in **code** more than just a work tool; I found an ally for solving complex issues, automating processes, and designing monitoring systems. My professional present beats at the pace of an **ISP**, where I manage the critical infrastructure that keeps people connected. I thrive on the adrenaline of resolving critical incidents and the technical satisfaction of maintaining stable networks and operational services.

I do not seek mere stability, but challenges that force me out of my comfort zone and allow me to learn from failures, understanding that every error is a lesson for tomorrow.

Education

- **Fiber Optic Network Engineering (FTTH/GPON)** | FICOM | 2025

  - Specialization in the complete lifecycle of Outside Plant (OSP) projects, engineering design, surveying, and certification.
  - Advanced handling of instrumentation (OTDR/Power Meter) and optical budget calculations.

- **University Technician in Programming** | UTN Facultad Regional Concordia | 2022 – 2023

  - **Graduated with Honors.** Solid training in software development and information systems.

- **Web & Mobile App Development Diploma** | Carlos Slim Foundation | 2022

  - Comprehensive training in modern stacks: server administration, databases, and Full-stack development.

- **IT Systems Technician Diploma** | Carlos Slim Foundation | 2022

  - Certification of operational competencies in hardware support, data networking, and fiber optic installation under international standards.

- **Civil Engineering (Incomplete - 4th Year completed)** | UTN Facultad Regional Concordia | 2016 – 2022

  - Foundational technical training focused on planning, calculation, and infrastructure vision.

Professional Experience

- **SysAdmin & Network Infrastructure** | Internet Plus | 2025 – Present

  - Responsible for the control, maintenance, and monitoring of the ISP's network core.
  - Stability management for massive services and implementation of solutions for complex infrastructure issues.

- **Chatbot Developer** | SEO ARG | 2025

  - Development of custom conversational solutions integrated with legacy systems and databases.
  - Implementation of data collection processes via scripts and APIs for subsequent analysis.

- **Full Stack Developer - Embedded Systems** | OLTMyAdmin | 2024 – 2025

  - End-to-end development of a SaaS for network equipment management, integrating proprietary hardware and software.
  - Integration of hardware and scalable network environments under Linux systems.

- **Network Technical Support** | Internet Plus | 2023 – 2024

  - Resolution of daily technical requirements and incident management to ensure service continuity.
  - Comprehensive technical diagnosis of ISP operations.

- **FrontEnd Developer** | Finnegans | 2023

  - Part of the development team for a digital wallet under Agile methodologies (Scrum).
  - Development of fluid interfaces in Angular and deployment management using Nginx.

- **Project Director** | TecnoBross | 2021 – 2022

    - Technical management and direction of custom web portals and management platforms.
    - Execution of technical training in cybersecurity and web components for internal staff and clients.

- **Systems Developer & Manager (Freelance)** | 2020 – Present

    - Creation of monitoring systems, process automation via scripts, and development of documented APIs.
    - Remote technical assistance and constant system evolution based on client needs.

- **IT Technical Service (Freelance)** | 2020 – Present

    - Preventive and corrective maintenance of hardware and workstations for a fixed client portfolio.

- **Teaching Assistant - Programming I** | UTN FRCON | 2016 – 2021

    - Teaching assistance in programming logic and mentorship for undergraduate students.

Technologies & Technical Knowledge

- **Networking & ISP Infrastructure:** Specialization in the complete cycle of fiber optic networks (**FTTH/GPON/EPON**), including Outside Plant (OSP) design, optical budget calculation, and certification via **OTDR/Power Meter**. Advanced routing management, firewalls, and DDoS defense using **MikroTik** equipment.

- **Virtualization & Containers:** Administration of **Proxmox VE** environments, featuring LXC containers, KVM virtual machines, ZFS storage management, and High Availability (HA) configurations. Service orchestration and standardization using **Docker and Docker Compose**.

- **Security & Web Infrastructure:** Configuration of **NGINX** as a reverse proxy and load balancer for secure traffic orchestration. Implementation of perimeter security via the **Cloudflare** ecosystem, utilizing Tunnels, Zero Trust policies, and WAF rules for attack mitigation and infrastructure protection.

- **Programming Languages:** Development of APIs, scripts, and automation with **Python** (Django, FastAPI, Flask). Backend process management with **Node.js** and system maintenance using **PHP** and **JavaScript**.

- **Databases:** Design, diagnosis, and optimization of relational engines (**MySQL, MariaDB**) and NoSQL solutions (**MongoDB, Redis**).

- **Monitoring & Observability:** Implementation of **Grafana** dashboards integrated with **InfluxDB** and **Prometheus** for real-time visualization of complex data and critical infrastructure statistics.

- **Classic Web Development:** Implementation of sites and portals using **WordPress**, ensuring functional digital presence and rapid deployments. Mastery of web essentials in **HTML** and **CSS**.

- **Automation & Conversational Flows:** Implementation of intelligent solutions via **BotMaker**, designing conversational flows that optimize user-service contact to improve operational efficiency.

Competencies & Skills

- **Agile Methodologies:** Experience working under **Scrum** and **Kanban** frameworks, participating in ceremonies (dailies, retrospectives) and using management tools to ensure iterative delivery and fluid communication between Dev and Ops teams.

- **Languages: Intermediate English (B1)**. Proficient in reading and understanding complex technical documentation, writing reports, and effective communication in professional environments. Currently in active preparation for international certification.

- **Service Management & Planning:** Ability for **technical budgeting**, resource estimation for infrastructure deployments, and operational cost analysis. Focused on service optimization to ensure technical and economic project feasibility.

- **Soft Skills & Interpersonal:** Solid capacity for technical and assertive communication, developed through direct client contact in **high-pressure support** environments and collaboration within multidisciplinary teams.

- **Conflict Resolution & Leadership:** Analytical capacity for diagnosing critical problems, decision-making during contingencies, and experience in knowledge transfer through technical training and mentorship.