Sebastián Andrés Montandón Vignolo

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Technical professional with strong experience in IT support, system integrations, and backend development. Specialized in troubleshooting complex issues, building automation tools, and supporting production systems in cloud and distributed environments. Comfortable working across support, development, and operations teams to deliver reliable and scalable solutions.

PROFESSIONAL EXPERIENCE

Huawei   **Montevideo, Uruguay**
Network Operation Technician   *August 2013 – September 2019*

- On this occasion I worked with one of the largest companies in the sale of telecommunications equipment and services in the world, Huawei Technologies S.R.L., in this work I carried out various types of tasks, such as network monitoring, both Access and Core Network for our two main clients, Antel and Movistar, I also carried out tasks related to IT, such as installation of new equipment, configuration of new printers, operation and maintenance of Rack for internal use of the NOC, including Dell servers running with different virtualized Operating Systems.
- To optimize productivity, create a web app for incident reporting. This was necessary because the work method was 24 hours divided into several shifts, with a shift change during which everything that had happened in the previous shift was communicated. For obvious reasons, this was not practical. For this reason, the app was created. It initially began as a project for leaving comments, but over time it became a more comprehensive tool, where each comment could be given a criticality rating, images could be attached, and a calendar with history could be viewed.

PedidosYA(Delivery Hero)   **Montevideo, Uruguay**
Automation technician   *July 2020 – August 2022*

- Delivered first and second-level support for automation systems and operational tools, ensuring minimal downtime and continuous service availability for external partners.
- Managed and resolved support tickets through Salesforce, ensuring accurate documentation and timely communication with internal and external stakeholders.
- Performed proactive troubleshooting to identify root causes of technical and operational issues affecting partner KPIs.
- Maintained up-to-date knowledge of automation solutions (hardware, software, and processes) to provide effective support and implement secondary systems or backups when necessary.
- Collaborated with technology and operations teams to suggest and develop new automation solutions.
- Provided technical support for system installation, updates, and maintenance.
- Utilized Excel and reporting tools for performance analysis and operational reporting.
- Supported integrations with external stakeholders, ensuring seamless connectivity and operational continuity.
- On this occasion, I was tasked with creating several general-purpose scripts for the group I was working with. Specifically, I created a script that imported a CSV file with a particular format (the CSV was used to load menus in stores, but it was extremely strict in terms of format). then processed the file and determined if there were any errors in the format, indicating exactly where they were so they could be fixed. These scripts were developed in Python because most of the integrators used this language.

PedidosYA(Delivery Hero)   **Montevideo, Uruguay**
Integration Support Assistant   *August 2022 – July 2023*

- Provided technical support for integration processes, assisting in the resolution of complex cases and ensuring timely response to stakeholder inquiries.
- Supported the team by maintaining quality standards in issue resolution and operational workflows.
- Assisted in monitoring operational performance metrics and identifying opportunities to optimize processes.
- Utilized tools such as Excel and data visualization platforms (Tableau, DataStudio, Looker) to analyze and report on integration performance.
- Applied technical knowledge of IP/TCP protocols, data exchange formats based on JavaScript, and remote access tools to troubleshoot integration issues.
- Collaborated with cross-functional teams to understand stakeholder needs and deliver effective solutions.
- Adapted to evolving technologies and maintained familiarity with Android systems and Windows administration.

PedidosYA(Delivery Hero)   **Montevideo, Uruguay**
IT Support Analyst   *July 2023 – August 2025*

- Provided direct technical support to integrated partner companies, assisting in the resolution of operational and technical issues related to system integrations.
- Developed and maintained test projects using SDK-supported languages including PHP, Python, Node.js, .NET, and Java to validate integrations and troubleshoot issues.
- Led the creation and execution of test environments and scripts to ensure the reliability and compatibility of partner integrations.
- Collaborated with cross-functional technical teams to address integration challenges and improve overall partner experience.
- Documented technical procedures, test results, and support cases to maintain clear records and knowledge sharing.
- Built Python-based tooling to validate large JSON and CSV files (20k+ lines), reducing manual review time and speeding up integration troubleshooting.
- Created and maintained test environments to validate partner integrations and API migrations.
- Supported production incidents and complex integrations, collaborating with cross-functional technical teams.

Selected Contributions / Key Projects

- Developed internal automation tools to validate large-scale data files and integrations.
- Built test scripts and environments to support API migrations and partner onboarding.
- Supported critical production systems, ensuring continuity and fast issue resolution.

EDUCATION

UTU (Work University Uruguay) **Paysandú, Uruguay**
Computing Bachelor *2007 - 2009*
Final Project approved with maximum qualification (12)

INNOVA Paysandú (UDELAR / UTU) **Paysandú, Uruguay**
Computer Technologist (Systems Analyst equivalent) *2010 - 2015*

TECHNICAL SKILLS

Backend & Scripting:

- Python (automation, scripts, tooling)
- Node.js (Express)
- REST APIs, Webhooks
- Data processing (JSON, CSV)

Databases:

- MySQL
- MongoDB

Cloud & Systems:

- Windows administration
- Networking fundamentals (TCP/IP)
- Distributed systems troubleshooting
- Linux environments

Automation & Integration:

- System integrations
- Process automation
- API testing and validation
- Test environments creation

Frontend (Working Knowledge):

- HTML5, CSS3
- JavaScript
- React

Tools & Practices:

- Ticketing systems & SLA-driven workflows
- Technical documentation
- Root cause analysis
- Cross-team collaboration