

VICTOR MARTINEZ

Telecommunications and Cybersecurity Engineer

vdleinad@gmail.com
www.linkedin.com/in/vdmb
+504 88443078
Tegucigalpa, Honduras, HN

Telecommunications and Cybersecurity Engineer with 7+ years of experience in VoIP/SMS support, billing systems, and network security. Skilled in Python automation, customer-focused technical support, and troubleshooting telecom infrastructure. Experienced in handling B2B service incidents, supporting multi-national environments, and contributing to improved network reliability and performance.

Looking to apply technical knowledge and problem-solving skills in a lead support role, supporting teams, managing incidents, and ensuring efficient operations in line with company goals and service commitments.

Work Experience

VAS Support Engineer

Feb 2024 - Jul 2025

Tigo | Honduras

- Managed client communications for mobile product services, ensuring clear updates and timely resolutions to enhance customer satisfaction.
- Coordinated and troubleshoot A2P SMS platform issues, providing direct support to both B2B and B2C customers.
- Developed automation scripts in Python and Bash to optimize data collection and analysis, streamlining the creation of technical reports.
- Collaborated with cross-functional internal teams to ensure smooth operations and a cohesive approach to customer support.

Consultant

Nov 2023 - Feb 2024

SENACIT | Honduras

Composed a consulting report on security vulnerabilities and infrastructure of the local network.

Technical Writer

Jan 2023 - Nov 2023

Sigma Technologies

- Created and edited technical documentation for core mobile network equipment, translating complex concepts into clear, user-friendly materials.
- Collaborated closely with engineers to ensure accuracy and consistency in all technical communications.
- Managed document version control and ensured the timely delivery of all project-related materials.

Customer Support Engineer

Dec 2021 - Jan 2023

Arelion

- Provided comprehensive assistance to B2B customers regarding international VoIP traffic, SMS, and mobile data.
- Troubleshoot and resolved VoIP, SMS, and mobile data incidents related to international traffic between carriers.
- Monitored the A2P platform to ensure efficient SMS traffic.

VNOC / VQA L2 Engineer

Apr 2016 - Feb 2019

Liberty Global

- Acted as a senior L2 engineer, providing direct oversight and technical mentorship to a team of L1 engineers, significantly improving team efficiency and problem-solving skills.
- Implemented quality assurance protocols and new troubleshooting methodologies, which led to a 25% reduction in average ticket resolution time.
- Conducted knowledge transfer sessions and workshops on advanced VoIP systems and troubleshooting techniques for the L1 engineering team.

- Streamlined ticket distribution and implemented weekly KPI reporting to optimize team performance and ensure timely resolution of issues.
- Monitored telephony trunks traffic to detect fraudulent patterns and provided troubleshooting for VoIP telephony issues for B2B customers.

N1 Telecommunications Engineer

Jul 2015 - Feb 2016

ITS InfoCom | Tegucigalpa Honduras

- Designed network links for a government project, providing internet access to public schools.
- Provided IOS update support for Cisco equipment.
- Delivered outsourcing support for project development and system maintenance for corporate customers.
-

Core Skills

English, Spanish, French, German, Python, Bash, Linux System Management, Security Information & Event Management (SIEM), Network Equipment Management, Scheduling & planning, drafting business communications, data entry & reporting, online research, meeting coordination, client support, Problem-solving, adaptability, time management, proactive communication, analytical thinking

Education

Universidad Internacional de La Rioja en México

Oct 2024 - Present

Master's degree Cybersecurity

Relevant Coursework:

Relevant Coursework: Information Security Management, Risk Assessment & Governance, Ethical Hacking & Penetration Testing, Network Security, Incident Response & Digital Forensics, Cryptography, ISO/IEC 27001 Standards, Cyber Threat Intelligence, Security Policies & Compliance, Cloud Security

Universidad Tecnológica Centroamericana (UNITEC)

Jan 2011 - Mar 2016

BSc Telecommunications Engineering

Relevant Coursework:

Wireless Communications, Fiber Optic Networks, RF Engineering, Computer Networks (TCP/IP, LAN/WAN), Digital Signal Processing, Telephony Systems (VoIP), Network Security, Microcontrollers, Data Transmission, 4G/5G Mobile Networks

GPA: 82

Languages

English (*fluent*), **Spanish** (*fluent*), **French** (*Elementary*), **German** (*Elementary*)

Certificates

Google IT Automation with Python Specialization

Google

Google Cybersecurity Specialization

Google