



ALDO BARRIOS VAZQUEZ

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Nationality: Mexican

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OPERATIONS ENGINEER / AWS SOLUTION ARCHITECT



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github.com/aldobarrios81

PROFILE

I am a highly motivated professional with over 11 years of experience in system management (Linux/Windows) and problem-solving. My strong focus on quality and professionalism is reflected in my track record, which demonstrates a consistent dedication to delivering excellent results. Currently, I am excited to explore new projects and opportunities that allow me to continue my professional development and apply my skills in innovative environments

EXPERIENCE

OPERATION SUPPORT - VAS ENGINEER

(Jun 2022 - Now)

Global Wavenet International (Colombia)

- Monitor and manage Jira and Freshdesk ticketing and support systems for daily operations.
- Strong troubleshooting and problem-solving skills
- Clearly document Root Cause Analysis (RCA), Resolution and Prevention plan
- Provide technical training on Operating Systems and Applications to customers.
- Collaborate with cross-functional teams to identify and solve operational issues for Telco **CLARO** Colombia's IVR service and **Tigo's** services.
- Implement automation and tools to increase efficiency and reduce manual processes.
- Monitoring **VAS services** (SMS, VM, USSD)

OPERATION SUPPORT VAS ENGINEER

(Oct 2020 - Jun 2022)

CYAN Security (Colombia)

- Manage and track all customer ticketing and Support system to ensure daily operations
- Operation and maintenance: **Maintenance, Updates & 24x7 Support**
- **Documenting procedures and knowledge base articles** throughout problem resolution and architecture development processes.
- Participating in emergency incident response on-call rosters
- Participate in cross-functional operational duties and issues.
- Analyze and resolve application or operating system issues.
- Testing applications in a Test environment before installing them in production.

AWS INFRASTRUCTURE ENGINEER

(Dec 2019 - Oct 2020)

AZ Logica (Colombia)

- Ensure the proper functioning of the Computing Center, telecommunications, networks and infrastructure of the company.
- Working with Linux Administration (**RedHat & Centos**)
- Ensure the correct execution of infrastructure and telecommunication projects within the established methodological standards.
- Provide the necessary resources for the company's business development
- Administration and creation of services in **AMAZON WEB SERVICES** such as: **EC2, Dynamo, Redshift, Organizations, S3, SNS, Chime, Cloudfront** among others.

MVNO SENIOR OPERATIONS ENGINEER

(Oct 2016 - May 2019)

Flash Mobile Mexico (ACN) (México)

- Manage and track all customer ticketing and Support system to ensure daily operations. Act as Second Level Support & Escalation point to customer Care.
- Ensure and manage day to day operations supporting the mobile services.
- Propose operational performance of new capability and platforms, following a continuous service improvement process to drive future requirements for change.
- **Responsible of working with MNO and MVNE to assure SLAs and measure KPIs.**
- Ownership of key initiatives and projects, aimed at driving operational customer experience improvements.
- Manage and maintain services in **AMAZON WEB SERVICES**

AWS ENGINEER

(Dec 2016 - Now)

Independent / freelance (México)

- Manage and maintain services in **AMAZON WEB SERVICES**
- Creation of AWS infrastructure for clients
- Providing **24/7 AWS infrastructure support**

NETWORK SYSTEM ADMIN

(Jun 2015 - Oct 2016)

Ericsson (México)

- Responsible for the coordination, management and execution of proactive and reactive maintenance activities that require a higher level of support than the one offered by the 1st Level Operations.
- Operational support of IBM Tivoli Netcool Omnibus systems. Also doing Oracle DB work related to network alarm trending.
- Participate in cross-functional operational duties and issues.

SECOND LEVEL OPERATION VASENGINEER

(Feb 2012 - Jun 2015)

Ericsson (México)

- Operation and maintenance: **Maintenance, Updates & 24x7 Support** ERICSSON sites and external services such as:
 - a. MiO [Ericsson; Messaging In One (SMS, VM)]
 - b. ECE [Ericsson Composition Engine (portability)]
 - c. SMSC (Acision)
 - d. VoiceMail (Tecnotree Brazil)
 - e. SMSC (Mavenir)
 - f. MMS (Comverse)
- Participating in emergency incident response on-call rosters
- Manage and track all customer ticketing and Support system to ensure daily operations
- Analyze and resolve application or operating system issues.

GNOC RFSA MÉXICO TIER I

(May 2011 - Feb 2012)

Ericsson (México)

- Alarm monitoring and E1 on the Sprint network
- Reporting and monitor technical problems in BTS's.
- Technologies:
 - a. Samsung
 - b. Motorola (iden)
 - c. Alu
 - d. Nortel
- Problems like: CDMA/EVDO (Zero Call Attempts, Drop Calls, Block Calls)
- Also engage with the proper fix agency (LRF, Field Ops, ASA, BME) in order to solve the issues.

IDIOMS

Spanish: Native

English: Full professional competence

Portuguese: Limited basic competence

SKILLS

TECHNICAL COMPETENCIES

- Exceptional team player known for outstanding interpersonal skills
- Approachable and personable, dedicated to cultivating positive relationships with both colleagues and clients
- Proficient in analyzing and resolving intricate problems
- Exhibits adaptability and thrives in dynamic environments
- Innately creative with an unwavering commitment to innovation
- Upholds strong ethical values and exemplifies unwavering integrity
- Self-driven and a rapid learner, constantly pursuing avenues for personal and professional growth*

- **Experienced in system administration for both Linux (Ubuntu, RedHat, Amazon Linux, CentOS and Fedora.) and Windows.**
- **Proficient in AWS and Azure cloud technologies.**
- **Experienced in DB (Postgresql, Mysql, RedShift in AWS)**
- **Proficient in programming (Python & Bash Shell)**
- **Experienced in Telco Services (IVR, VOICE, SMS, USSD, VOICEMAIL)**
- **Basic knowledge of DevOps culture and utilized applications.**
- **Ability to manage customer crisis escalations within service level agreements**
- **Programming Web and WebServer.**
- **Monitoring applications like (Nagios, Remedy, Zabbix)**
- **Monitoring and Dashbord Reports like (Grafana).**
- **Troubleshooting (wireshark, ping, traceroute, Verify Logs)**
- **Knowledge in ITIL.**
- **Experience with RCA and MOPS document creation.**

EDUCATION

COMPUTER SCIENCE DEGREE Latin American Technological Institute
(Sep 2002 - Dec 2005) CITY: Pachuca de Soto (MEXICO)

MASTER'S DEGREE IN INFORMATION TECHNOLOGY Latin American Technological Institute
(Jan 2007 - Dic 2008) CITY: Pachuca de Soto (MEXICO)

CERTIFICATIONS

**AZ-900 MICROSOFT
AZURE FUNDAMENTALS**

Microsoft Azure

Expedite: Feb 2023

Certification Id : [_1633-2834](#)

**AWS PRACTITIONER
CERTIFIED**

Amazon Web Services

Expedite: Jun 2023

Expiration: Jun 2026

Certification Id : [GWQ6YPB2WF44QoGK](#)

**AWS CERTIFIED
SOLUTIONS ARCHITECT
ASSOCIATE**

Amazon Web Services

Expedite: Jun 2020

Expiration: Jun 2023

Certification Id : [ZSL3JDPC3E4Q1MSF](#)

ETHICAL HACKER

EC-Council

Expedite: 2015

Expiration: 2018

Certification Id: [ECC46846601197](#)

SPECIALIZATION COURSES

**FULL STACK WEB
DEVELOPER**

Coder House (Online) <https://coderhouse.com>

Start : Aug 2021

Finish: Feb 2022

DEVOPS WITH AWS

Smart Data (Online) <https://sdc.pe>

Start : Feb 2023

Finish: April 2023

**AWS CERTIFIED DEVOPS
ENGINEER- PROFESSIONAL**

Acloud Guru (Online) <https://acloud.guru>

Start : Dec 2023

Finish: (Current)