



# ALDO BARRIOS VAZQUEZ

Phone: +(57) 305 7872 473

E-mail: Abv.mx81@gmail.com

Website: <https://aldobarrios81.dev>

Nationality: Mexican

Colombian Foreign ID: 1039717

## OPERATIONS ENGINEER / AWS SOLUTION ARCHITECT / SERVICE RELIABILITY ENGINEER



[linkedin.com/in/aldobarrios81/](https://www.linkedin.com/in/aldobarrios81/)



[github.com/aldobarrios81](https://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

### ASSOCIATE SITE RELIABILITY ENGINEER (SRE)

(May 2024 - Now)

#### Amadeus Hospitality (Colombia)

- **Automation:** Identify repetitive or manual processes and create scripts or tools to automate them, reducing human intervention and improving efficiency.
- **Monitoring and Alerting:** Implement and enhance monitoring tools to detect issues before they impact users, and set up effective alerts for quick response operations.
- **Incident Management:** Respond quickly to critical incidents, investigating and solving infrastructure or application issues. After each incident, perform postmortem analysis to prevent similar future issues.
- **Performance Optimization:** Analyze and improve the performance of systems to ensure they run optimally under various loads.
- **Collaboration:** Work closely with development, operations, and security teams to ensure applications are reliable and scalable from design to implementation.

### OPERATION SUPPORT - VAS ENGINEER

(Jun 2022 - May 2024)

#### 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

- 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"

# TECHNICAL COMPETENCIES

- 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, Splunk, Datadog)
- Monitoring and Dashbord Reports like (Grafana).
- Troubleshooting (wireshark, ping, traceroute, Verify Logs)
- Containers (Docker)
- 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 2010) CITY: Pachuca de Soto (MEXICO)

# CERTIFICATIONS

**AZ-900 MICROSOFT  
AZURE FUNDAMENTALS**

**Microsoft Azure**  
Expedite: Feb 2023  
Certification Id : [\\_I633-2834](#)

**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