

Víctor Alfonso Araya Alegría

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Summary

Passionate about telecommunications, networking, and cloud computing, I continuously seek professional growth by adapting to emerging technologies and expanding my expertise in IT infrastructure. As a self-taught professional, I have developed strong skills in Linux administration, AWS cloud services, and Infrastructure as Code (IaC) with Terraform, enabling me to optimize and streamline network operations efficiently.

Experience

NOC VoIP | Voz Digital | december 2021 - actuality

- System monitoring.
- Attention of support tickets to national and international customers.
- GSM Gateway fleet management (Dinstar).
- Cloud Call Manager administration (Digitalk).
- SMS platform administration (Alaris)

NOC | 2080 Servicios y Tecnologías | november 2020 - december 2021

- Lan network administration, Wireless network, WLC.
- CISCO Prime network administration.
- Perform SMU customer requirements, troubleshooting, maintain service operability.
- System monitoring.

FTTH Technician | Sice Agencia Chile | february 2020 - october 2020

- Técnico FTTH para servicios 3 PLAY de Entel.
- Instalar, configurar, poner a punto y mantener los sistemas de redes de fibra óptica para servicios de cliente Entel.

Technical Assistant | Entel Call Center S.A. | August 2012 - October 2019

- Provisioning, allocation and certification of links for Entel customers, Customer Edge, Agregation Layer and Provider layers.
- Reception of internal escalations of Entel personnel, whose main objective is to solve the problems that arise while maintaining the SLAs contracted by customers.
- Allocate resources for the installation of services, ensuring the feasibility of each project and escalating with the appropriate person in case the project is not feasible.
- Execution of services checklist.

Professional Practice | Raef S.A. | January 2012 - April 2012

- On-site support
- Configuration of mail accounts in Lotus Notes server.
- Enabling client workstations.
- Maintenance and monitoring of Windows and Linux servers.
- Structured cabling.
- Fiber Optics.

Education

-TELECOMMUNICATIONS, CONNECTIVITY AND NETWORKS TECHNICIAN | INACAP

Complementary courses

- 2021 DevOps Essentials Professional Certificate
- 2021 Cyber Security Foundation Professional Certificate
- 2021 Scrum Foundation Professional Certificate

Knowledge

- Networking
- Linux
- Virtualización.
- Python
- HTML
- Microsoft Office
- English medium advanced level B2

Personal Information

- Nationality: Chilean
- Date of Birth: 01/12/1985
- R.U.T: 16.305.511-2
- Marital Status: Single