

EDUARDO HERNANDEZ LUNA

Infrastructure Operation Center Specialist

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ABOUT ME

I am a Computer Science Engineer. My current focus lies in the infrastructure, where I specialize in manage, monitor and troubleshoot both on-premises and cloud environments. I am particularly intrigued by the vast possibilities that cloud computing offers, and I am actively expanding my knowledge in this area. Committed to staying at the forefront of technological advancements, I am dedicated to continuous learning and leveraging my skills to contribute to innovative projects.

EXPERIENCE

Infrastructure Operation Center Specialist

ExactlyIT, A Converge Company

May 2022 - Ongoing Puebla

- Manage, monitor, and troubleshoot legacy, hybrid, and public cloud infrastructure environments for Microsoft Azure, Google Cloud, VMware, and Hyper-V.
- Use of backup applications such as Veeam, Commvault, Datto, Skykick and Azure backups for backing up, restoring files and virtual machines (VMs) ensuring data protection and system recovery.
- Monitoring infrastructure, networks, and applications using monitoring tools such as N-able, Auvik and documenting it using ticketing tools like Odoo and Connectwise.
- Providing first and second-level support for customer issues, and following escalation procedures to ensure effective troubleshooting or routing the problem to the appropriate third level.
- Documentation of incidents and work instructions to facilitate work on recurring incidents and incidents with limited information.

Academy Trainee

ExactlyIT, A Converge Company

Feb 2022 - Apr 2022 Puebla

- Training in cloud technologies such as Azure, GCP, and AWS, involved performing hands-on labs. These labs included deploying a web server using Nginx, creating Dockerfiles to deploy containerized apps, enabling monitoring for virtual machines (VMs), creating a chatbot using Azure Bot Service, and deploying mysql database in windows server.
- Training in IBM Systems such as IBM I and AIX, a introduction to the systems and how it works.

EDUCATION

Computer Science Engineering

Benemerita Universidad Autonoma de puebla

August 2016 - June 2021

PROJECTS

Mat-Saurio

Benemerita UNiversidad Autonoma de Puebla

- Social Service Project "Mat-Saurio", It's a game developed using C# and Unity to assist elementary school children with math sub- jects.

MOST PROUD OF

Microsoft Azure Fundamentals - AZ-900

Associate Cloud Engineer - GCP

Scrum Foundation Professional Certificate - SFPC

Oracle Cloud Infrastructure 2023 Foundations Associate

SOFT-SKILLS

Hard-working Teamwork
Honesty Work Ethic Self-taught
Critical Thinking

HARD-SKILLS

HTML CSS Java cvtagC# Docker
Azure GCP Windows Server Linux
VMware vSphere Unity Veeam
Commvault Odoo N-able
Game development LaTeX

LANGUAGES

English (B2) ●●●●●

Spanish (Native) ●●●●●