

JOSÉ JUAN CRUZ BAHENA

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PROFESSIONAL SUMMARY

Highly skilled Senior Network & Infrastructure Engineer with over 7 years of experience specializing in high-availability environments, NOC management, and network automation. Proven expertise in deploying carrier-grade infrastructure—including a massive public Wi-Fi network modernization for Mexico City—and managing connectivity across 30+ datacenters. Bilingual (English B2/C1, Spanish Native) and multi-certified (CCNA, HCIA), seeking 100% remote opportunities to leverage advanced troubleshooting, automation, and leadership skills to ensure optimal operational performance for global teams.

TECHNICAL SKILLS

- **Infrastructure & Virtualization:** Proxmox, Datacenter Management, Server Deployment.
- **Networking & Security:** Routing & Switching, IPsec VPNs, VoIP, Enterprise Wireless.
- **Monitoring & Operations:** NOC Creation & Management, Zabbix, Grafana, Prometheus, InfluxDB, Telegram Bot API/Email Automation, Ekahau, WLAN Planner, Help Desk Protocols, ITIL, Linux.

PROFESSIONAL EXPERIENCE

Design & Intelligent Materials (DIM)

Senior Network Operations Engineer / NOC Lead | Apr 2025 – Present

- Led the end-to-end design and deployment of a corporate Network Operations Center (NOC), establishing a robust virtualization architecture using Proxmox.
- Implemented an end-to-end infrastructure monitoring ecosystem utilizing Zabbix, Grafana, Prometheus, and InfluxDB.
- Developed automation scripts for real-time alerting (10-second polling intervals) integrated with Telegram APIs and email, reducing Mean Time To Detect (MTTD) to 20 seconds and drastically minimizing downtime for critical systems.
- Manage and monitor national connectivity for 30 Datacenters via IPsec VPN tunnels, ensuring continuous visibility and high availability.
- Established the Help Desk structure from scratch, defining custom Standard Operating Procedures (SOPs) and SLAs for diverse enterprise clients.
- Mentor and distribute daily workloads for a team of 3 support engineers, ensuring optimal operational efficiency.

xServices

Senior Network Engineer | Jun 2022 – Apr 2025

- Acted as Lead Network Engineer for the high-profile "Universidad de la Libertad" (Grupo Salinas) project, executing the end-to-end configuration and deployment of the campus infrastructure, encompassing advanced Routing, Switching, and massive Wi-Fi environments.
- Executed advanced Site Surveys and wireless network diagnostics using Ekahau and WLAN Planner, guaranteeing optimal coverage and interference mitigation for enterprise clients.
- Designed highly efficient wired and wireless network topologies, recommending customized hardware solutions based on precise spectrum analysis and traffic data.
- Supervised technical teams and assigned deployment tasks based on individual competencies to maximize operational output and meet strict project deadlines.

Integra Technologies

CCNA Implementation Engineer | Feb 2021 – Jun 2022

- Deployed large-scale network infrastructure using Huawei enterprise-grade equipment for the Mexico City public Wi-Fi modernization project, managed through the carrier Bestel.
- Led L1-L3 troubleshooting during deployment phases, mitigating physical wiring faults and auditing incomplete configurations to ensure massive public internet access.
- Collaborated with technical teams to standardize installation processes, significantly reducing fault reports caused by human error during equipment connection.

Design & Intelligent Materials (DIM)

Junior Network Engineer | Jun 2018 – Feb 2021

- Provided Tier 2 technical support for Huawei Data Center environments, resolving critical infrastructure issues.
- Resolved complex network configuration problems and actively supported Routing & Switching (R&S) projects.
- Implemented and configured VoIP telephony servers, Enterprise Wireless networks, and smart video surveillance cameras.

EDUCATION Universidad Nacional Autónoma de México (UNAM) – FES Cuautitlán

B.S. in Telecommunications, Systems, and Electronics Engineering | Specialty in Telecommunications

CERTIFICATIONS

- **CCNA** (Cisco Certified Network Associate) – ID: JGD3LSTGYH441YWJ
- **HCIA** (Huawei Certified ICT Associate) Datacom – ID: 010100101521808034771409

- **FCIA-Server** – ID: XFU01FCIA010011
- HCSA-Presales Service / IP Network / Storage
- Cyber Security Certificate for Subcontractor Resources
- FCS-Pre sales & Solution

LANGUAGES

- **English:** Professional Working Proficiency (B2/C1)
- **Spanish:** Native