

# LUIS FERNANDO CERVANTES

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**Portfolio:** <https://luferc.tech/>

**GitHub:** <https://github.com/luferc>

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## PROFESSIONAL EXPERIENCE

**Tradicional Hotel Villa del Mar (Hoteleria) - Encargado Sistemas TI;** Puerto Vallarta, Jalisco *Jun. 2023*

- Managed IT resources to fulfill operational activities and maintain the internal network
  - Database administration and backup for optimization, information protection and availability using ITIL methodology
  - Periodic maintenance and updates to the web portal (booking, updates, hosting backend)
  - Periodic maintenance of software, Services Desk, internal support to different operation areas through tickets
  - ISP/LAN/WAN network maintenance, router and switch configuration
  - Support for the CCTV security network, DVR
  - Support for electronic marketing and sales applications

**Brokers Mol (Telecom) - CTC and Infrastructure Manager;** Jalisco, Nayarit y Colima *Feb. 2021 - May. 2023*

- Managed resources to fulfill operational activities and coordinated new specialized projects for network growth
  - Created electrical and civil engineering catalogs for the commissioning of new folios released by the purchasing area, while collaborating on implementations according to established calendars (project)
  - Coordinated with personnel and suppliers during assigned projects, using a log system (planner) and updating work generators (Excel, joint action, VB functions)
  - Backup DB (OneDrive) and response time analysis (PowerBI), electrical and networking diagrams (Visio)
- Managed HUBs operation for continuous improvement, coordinating the team of engineers
  - Scheduled general maintenance to protect power equipment (A/C, UPS, DC plant, power plant and transformers), log registration (SAP) and backup of information (corporate intranet), in addition to updating indicators of each engineer's activities (dashboard)
  - Coordinated scheduled maintenance windows with support from different areas to update equipment (Hardware) servers, routers, switches, firewalls and services upgrades (software) operating system implementation, machine virtualization, firmware updates for digital and satellite video services
- Led the FTTH network implementation at the Bestel Tepic HUB, Nayarit, with a team of different vendors for HUB infrastructure adaptations, digital services, Huawei OLT, commissioning of digital video servers/RDFs (Cisco, SDT, AppearTV), VLAN configurations and ONT tests
  - Carried out electrical and civil engineering catalogs to expand the FTTH network in new systems such as Bahía de Banderas and Tepic, Nayarit
- Manzanillo HUB digitalization, infrastructure adaptations for equipment implementation
  - New hybrid RF combiner network (analog and digital video) with internet services in Docsis 3.0 CMTS Arris for the migration of HFC nodes and redundant DWDM links

**Administradora de Sistemas (Telecom) - CRC Engineer;** Jalisco, Nayarit y Colima *Sep. 2013 - Feb. 2021*

- Implemented Docsis 3.1 and FTTH protocols in Zapopán for digital service upgrades with 1Ghz speeds for residential clients with fiber deep network
- Supervised, supported and controlled the networks of magical towns with HFC headers and satellite IRD configuration with different television chains, in addition to continuously monitoring satellite levels
- Puerto Vallarta HUB digitalization, HFC node migration to RF broadcast digital platform linked through RDS and Docsis 3.0 with DWDM transport network support

**Telecable - Technical Support Customer Service;** Puerto Vallarta, Jalisco *Nov. 2009 - Sep. 2013*

- Followed up and resolved tickets through specialized VoIP and digital video DAC telephone support (bilingual) to reduce operational area incidents; Centralized collection and customer recovery campaign, in addition to

following up on residential and business customer portfolios to offer new promotions; Event analysis in IVR to determine call effectiveness percentages 24/7 per user and improve decision-making for call events

- Excel report with macro to collect the total number of events per area and automatic update in shared intranet for result visualization and backup with database management through Dbase and FoxPro

## EDUCATION

University of Guadalajara | University Center of the Coast (CUC) Computer Engineering Degree | Puerto Vallarta, Jalisco | 2008-2012

- CUC, Professional practices: (ServicesDesk) Ticket development, implementation of virtualized Linux/CENTOS server with CMS service (C++,PHP, MySQL, HTML5, CSS3) to control student and administrative staff follow-up and new requests

## SKILLS & INTERESTS

**Interests:** Leadership, Economics, New technologies, Sports (soccer, paddle board, skateboard, Muay Thai) autodidact

**Language:** Native Spanish; Fluent English.

**Technical:** Telecom (FTTH, DOCSIS 3.1), Backend (Linux admin, VMWare, VirtualBox, C, SQL, web server NGINX, Frameworks Django/Python) Network admin (routing, switching, Firewalls) Cybersecurity