

Alejandro Páez

Linux systems and infrastructure administration. Proxmox, PBS, and operation of 50-60 VMs for email, VoIP, and corporate services. Observability with Zabbix/Grafana and more than 14 years of experience in ISP environments.

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TECHNICAL AREAS

- **Systems & virtualization:** Linux, Proxmox (7+ node cluster, PBS), management of 50-60 VMs.
- **Observability:** Zabbix, Grafana, Nagios, Telegram bot alerts.
- **Services:** corporate email (Postfix/Dovecot), VoIP (Asterisk/Issabel).
- **Automation & scripting:** Bash, Python, Git/GitHub.
- **Networking & ISP:** BGP, ISP routing, RPKI/IRR, WireGuard/OpenVPN; hardware: MikroTik, Juniper, Huawei, Ubiquiti, TP-Link.
- **AI / LLMs:** Claude, Gemini, Codex (assistants); Ollama/Open WebUI and local LLM (self-hosted models).

EXPERIENCE

Technology and Innovation Supervisor — Ecolan Internet - Soluciones Tecnológicas

February 2024 - Present

- Standardized observability with **Zabbix + Grafana** and **Telegram bot** alerts, reducing overnight incidents by **80%**.
- Automated operational processes and consolidated corporate services (**email and VoIP**) with **24/7** continuity.
- Defined continuity and scalability practices backed by hot backups with **PBS (RPO 1 h - RTO 30-60 min)**.

Technical Support and Customer Service Coordinator — Ecolan Internet - Soluciones Tecnológicas

June 2020 - January 2024

- Coordinated **L2/L3** support and the handoff with **NOC** and field teams, cutting core-incident **MTTR from 90 to 30 minutes**.
- Managed incidents on passive on-call duty, sustaining **99.5%-99.9% uptime** for critical services.
- Trained the team and improved support processes to escalate and document cases consistently.

Head of IT Operations — Ecolan - Soluciones Tecnológicas

November 2017 - May 2020

- Maintained network and systems infrastructure in 24/7 high-availability environments.

Help Desk L1/L2/L3 — Cooperativa Batán

July 2011 - October 2017

- Resolved connectivity and service incidents at L1, L2, and L3 across more than 6 years of ISP operations.

FEATURED CASE STUDIES

- Proxmox cluster with 7+ nodes and PBS, hot backups, and RPO 1 h / RTO 30-60 min.
- Multi-homed BGP with 2 IPT upstreams, 2 external CDNs, 3 local CDNs, and 2 peerings to external customers.
- Zabbix + Nagios + Grafana with Telegram alerts for core infrastructure.
- Deployment and management of 50-60 VMs for open source services in production.

APPLIED AI (LLMS / GENERATIVE AI)

- **Chat assistants:** Claude, Gemini, Codex, and OpenCode for diagnosis, documentation, automation, and change review.
- **Local models:** Ollama/Open WebUI and self-hosted local LLM for workflows with controlled sensitive data.

LANGUAGES

English: self-assessed B1, currently learning with daily speaking practice.

EDUCATION

- **Technician in Personal and Professional Computing** — Escuela de Educación Técnica N.º 5, Mar del Plata (2008).

CERTIFICATIONS & TRAINING

- **LACNIC (2023-2024):** BGP Security with RPKI and IRR; BGP Fundamentals and Introduction to RPKI; Advanced IPv6 (training and lab work); Introduction to Network Security.
- **UPJET (2023):** Introduction to DWDM Technology; Towards FTTH.
- **Sopnet (2024):** BCM (Bandwidth Control Management).
- **LinkedIn Learning (2023):** DevOps Essentials; Introduction to AWS: Cloud Concepts.

PROJECTS

- Centinela: real-time automatic detection and blocking of network threats for ISPs with MikroTik, API, Ollama/local LLM.
- BCRA Dashboard: local dashboard of BCRA indicators with HTTP proxy, stale cache, and static frontend.
- Cycling Dashboard: cycling data analysis with ingestion, DuckDB, and Dash + Plotly visualization.
- Meta Ads Toolkit: CLI to create, review, and monitor Meta Ads campaigns with a local dashboard.
- alejandropaez.ar: portfolio with Next.js 16, TypeScript, Tailwind CSS, and static export.