# F. Javier Puig Díaz

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## Executive Summary

Results-driven Senior Technical Infrastructure & Systems Engineer with over 25 years of international experience designing, automating, and maintaining high-availability IT environments across EMEA. Proven track record bridging software engineering and operations—architecting immutable, containerized platforms, high-speed warehouse / supply chain automation, and zero-trust mesh network architectures. Exceptional tier-3 escalation leader recognized 3 years consecutively for top client feedback across EMEA (English, Spanish, German, Italian and French).

***Technical Skills***

- **Virtualization & Cloud:** Proxmox VE (HA Clusters), Kubernetes, Docker, LXC, Portainer, Microservices.
- **Automation & Scripting:** Infrastructure as Code, CI/CD Pipelines, Git, Python, JavaScript, Bash, PowerShell, Systemd, Cron / Windows Task Scheduler, Terraform, Ansible scripting.
- **Networking & Security:** Enterprise Routing/Switching, Mesh VPNs (Tailscale, WireGuard), VLANs, LACP, RADIUS, System Hardening, Vulnerability Management & Remediation.
- **Systems & Database:** Linux, Windows Server, Active Directory, IdP, SQL Database Engineering, Web App Stacks (Tomcat/Nginx), OSD & Provisioning via SCCM, System Imaging, Backup and Restore procedures.

## Career History

### IT Support & Operations Engineer (BOOKS etc. | E-Commerce & Supply Chain Logistics)

Aldershot, UK (*On-site*) | **Apr 2025 – Jun 2026**

- **Supply Chain Modernization:** Architected automated deployment pipelines and debugged complex asynchronous background jobs, eliminating high-impact data anomalies and locking mechanisms across live API synchronization layers.
- **Infrastructure Migration:** Eliminated reliance on third-party hosting by migrating infrastructure to local virtualized environments (Proxmox LXC / Docker), reducing operational costs and increasing system control.
- **Warehouse Edge Automation:** Engineered PoC barcode scanning and custom NFC edge-tracking solutions; reconfigured network topologies, IP/DHCP print servers, and router config across warehouse operations.
- **SLA & Incident Leadership:** Served as lead escalation engineer for high-volume marketplace pipelines, leveraging custom telemetry to execute manual system overrides that cleared order processing backlogs under tight SLAs.
- **Compliance & Governance:** Built SQL-backed reporting frameworks to track inventory and fulfillment metrics while architecting fully auditable, automated GDPR user-erasure workflows ensuring regulatory compliance.

### Senior Product Support & Integration Engineer (BusinessObjects UK Ltd. | SAP UK Ltd.)

Maidenhead / London, UK (*Hybrid*) | **Oct 2010 – Sep 2023**

- **Tier-3 Enterprise Diagnostics:** Delivered high-tier technical support and low-level code/log trace analysis for EMEA enterprises running SAP BusinessObjects BI Platform and SAP Analytics Cloud (SAC).
- **Multilingual Client Excellence:** Recognized as the team's top-performing Support Engineer for 3 consecutive years in live client chats, achieving top CSAT across EMEA via organic multilingual engagement (EN/DE/IT/FR/ES).
- **DevOps & Developer Fellowship:** Partnered with internal DevOps and core SAP development teams during an intensive fellowship, deploying Docker containerization, Kubernetes orchestration, and custom Python/JS automation. Tackling CI/CD Pipelines, Git actions and MR requests, Python, JavaScript, Bash, PowerShell.
- **Virtual Lab Engineering:** Designed and maintained multi-node bare-metal and VM lab environments to reproduce complex customer network topologies, isolating high-severity bugs and patch verifications.
- **Global Knowledge Transfer:** Traveled to international SAP offices as SME to train global support groups on remote diagnostic tools, low-level debugging methodologies, and technical resolution frameworks.

### Senior Network Engineer (3Com UK Ltd. | Hewlett Packard UK Ltd.)

Hemel Hempstead, UK (*On-site*) | **Aug 2009 – Oct 2010**

- **Regional Network Escalation:** Delivered Tier-2/Tier-3 network engineering support across 7 EMEA countries, troubleshooting core switches, enterprise routers, and high-density Wi-Fi access points.
- **Enterprise Security & Topologies:** Configured and hardened advanced protocols including VLANs, Link Aggregation (LACP), Rapid Spanning Tree (RSTP), WDS wireless bridges, and IPsec/L2TP/PPTP VPN tunnels.
- **Hardware Triage & RMA Optimization:** Engineered remote diagnostic workflows and firmware deployment scripts, intercepting and resolving faulty configs to reduce Return Merchandise Authorizations (RMAs).
- **Wireless Security Architecture:** Implemented enterprise-grade wireless security architectures featuring WPA/WPA2-Enterprise RADIUS authentication, TKIP, and AES encryption across complex enterprise environments.

### *Previous Roles*

- **Technical Support Agent** at Corel Corporation | Maidenhead, UK in *Jul 2007 – Aug 2009*
- **IT Technician & Store Manager** at Siruela & Toscano S.L. (Wirex Spain) | Seville, Spain in *Jun 2003 – Jun 2007*
- **Technical Support Specialist** at Dipl. Ing. Fust AG | Lucerne, Switzerland in *Jun 2000 – Apr 2003*
- **Computer Systems Technician** at Vobis Computers GmbH | Lucerne, Switzerland in *Jan 1999 – Jun 2000*
- **IT Administrator & Instructor** at ECAP Zentralschweiz AG | Lucerne, Switzerland in *Aug 1996 – Oct 1998*

## Education History

**Administración de Sistemas Informáticos en Red (CFGS), 2003 - 2005 | IES Gonzalo Nazareno,Spain**
Field of Study: Computer Systems Engineering (FPII) HTEC equivalent / Higher Education
Grade: Notable (9 out of 10)

**Großes Deutsches Sprachdiplom (G.D.S.) - CEFR C2, 1999 - 2000 | Dolmetscherschule, Zürich**
Field of Study: Advanced German Philology & Translation
Grade: C2 (Mastery / Near-Native)

## Interests & Hobbies

- **Tinkering with Electronics & Home Lab Engineering:**
  Outside of work, I enjoy building and troubleshooting hardware, experimenting with microcontrollers, and hosting localised server environments. This keeps my hands-on problem-solving and diagnostic skills sharp, feeding my natural curiosity about how complex systems connect and communicate.
- **Interactive Entertainment & Multiplayer Gaming:**
  I actively play tactical and multiplayer video games. Beyond entertainment, I enjoy the strategic planning, rapid risk assessment, and real-time team coordination required to tackle high-difficulty challenges alongside others.
- **Road Trips & Travel Exploration:**
  I love planning and executing long-distance road trips. This hobby satisfies my appreciation for thorough route planning, vehicle maintenance, and navigating new environments, allowing me to disconnect, clear my mind, and experience different cultures first-hand.