

GINES SANCHES

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WORK EXPERIENCE

Inteliglobe Networks - Technical Service Center - Level 1

Apr 2025 - Present

- Troubleshooting broadband, DIA, IPVPN, MPLS, Ethernet P2P, and satellite services.
- Writing Root Cause Analysis reports (RFOs) for service interruptions.
- Managing ticket creation and lifecycle using Zendesk.
- Monitoring on-net and off-net networks using Zabbix.
- Assessing last-mile partner links for both Layer 2 and Layer 3 services.
- Providing bilingual technical support to global enterprise clients.
- Coordinating documentation for field engineers visiting POPs, data centers, or client sites.

Linkup Internet - NOC Engineer - Level 2

Feb 2023 - Apr 2025

In addition to the responsibilities performed at Level 1, I perform the following tasks:

- Ensure the operation of radio antennas connecting nodes in the on-net network.
- Implement various tunnels, such as VPLS or EOIP for on-net and off-net services.
- Review the BGP with providers and monitor the corresponding consumption.
- Support level 1 colleagues in all kinds of activities.
- Develop Python scripts to facilitate the automation of tasks such as backing up antenna configuration files and sending email alerts.

Linkup Internet - NOC Engineer - Level 1

Feb 2022 - Feb 2023

- Oversee and manage Linkup routers at customer sites, encompassing over 1200 in total.
- Provide support to a wide range of corporate customers on a bilingual basis to resolve issues related to internet services in off-net and on-net environments.
- Evaluate last mile provider links.
- Monitor the operation of backbone nodes in the on-net network, as well as the status of radio antennas and UPSs.
- Check the status of the fiber optics in both the on-net and off-net networks and coordinate maintenance or repair when necessary.
- Perform monitoring of equipment in the on-net and off-net networks using Zabbix and Dude.
- Manage the creation and management of tickets through ISP CUBE.
- Write reports explaining the causes of service outages (RFO) in case of outages.
- Perform 24/7 on-call once a month

EDUCATION

Telecommunications Technician Degree - UTN BUENOS AIRES

July 2024 - Present

CERTIFICATIONS

MTCINE - MIKROTIK

May 2024

MTCRE - MIKROTIK

Apr 2024

MTCNA - MIKROTIK

Nov 2023

FORTIGATE OPERATOR

Jan 2024