

Personal Information

Jesús Ortega

215 S. Dunlap St., #7
St. Paul, MN 55105
jesus.ortega.segura@gmail.com

Objectives

To work for a company actively involved in the use of Linux and other open source products, providing system administration, technical support, training or development services.

Education

[Masters Degree in European Integration](#) (1994)
[University of Limerick](#). Limerick, Ireland.

Bachelors of Arts Degree: [Political Science Major, International Studies Minor](#) (awarded two special mentions) (1993)
[Complutense University of Madrid \(UCM\)](#). Madrid, Spain.

[Erasmus Scholarship](#) to the University of Limerick (1991)

Work Experience

2000 - current

[SGI](#). Multiple locations (awarded one Peer Recognition Award)

Senior Technical Support Engineer (May 2015 – current)

Continued working for the Support Level 2 team from a remote home office in Saint Paul (Minnesota, USA). Member of the core development team of [SGI Remote Services](#) (SGI RS), bundled with [SGI Foundation Software](#) (SFS) to provide 24x7 monitoring and fault notification.

Technical Support Engineer Level 2 (August 2006 – May 2015)

Worked for the Support Level 2 team from a remote home office in Seville (Spain, European Union) between August 2006 and September 2011. Continued working for the same group from a remote home office in Saint Paul (Minnesota, USA) from September 2011.

Provided second level technical support in English and Spanish for specialized high-performance supercomputers running Red Hat Enterprise Linux (RHEL) and SUSE Linux Enterprise Server (SLES) on the IA-64 and x86_64 architectures. Provided support for SGI's

specialized high-performance software ([SGI Performance Suite](#); SGI MPT, SGI's implementation of MPI; NUMALink; cpusets; CXFS, SGI's clustered filesystem; XVM, SGI's volume management software; virtualization). Coordinated weekly meetings of the global support teams to exchange ideas, identify problems and trends, and propose possible solutions. Assisted with the implementation of a company-wide knowledge base system and developed an internal web-based tool written in Perl CGI to manage the submission of draft solutions. Assisted with large system installations and system software upgrades on customer sites, and taught SGI classes (see details below). Participated in the global leadership program in 2013.

Participated in the team that developed SGI Remote Solution (SGI RS), an official SGI product to provide monitoring and remote troubleshooting capabilities.

Technical Support Engineer Level 1 (August 2000 – August 2006)

Worked for the OS/Applications team at the Customer Support Center (CSC) providing specialized support for high-performance servers and workstations running the IRIX operating system. Also provided support to Linux users, including users of the SGI Advanced Cluster Environment (ACE) and customers running Itanium and Itanium2 [Altix](#) systems (IA-64) with Red Hat Enterprise Linux (RHEL) and SuSE for IA-64. Both activities were carried out in Spanish and English. Also provided support to Windows NT and Windows 2000 customers from several Latin American countries in Spanish.

Designed and developed the internal website used by the Latin American support team using Perl DBI, MySQL and Apache on a Linux system, also serving as the project lead. Acted as the system administrator of an Origin 200 system (IRIX) being used as an internal production web server, and also a Linux internal web and IRC server since January 2002.

Coordinated the Latin American team since July 2002, and led several special groups to rewrite processes. Coordinated the UNIX roundtable where technical personnel discussed issues relating to the support of IRIX and Linux. Organized a volunteer group to study the Linux kernel. Acted as the list administrator (using majordomo software) of two mailing lists to coordinate the Latin American group, and another technical list for the Linux support personnel.

Set up an internal CVS repository for web development. Ported and built IRIX packages of some [freeware applications](#) (xautolock, lftp). Presented an introduction to SuSE init process and system management tools during the course of an internal SGI conference. Wrote multiple technical documents and HOWTOs to be used for

internal training. Tested several beta products for engineering prior to final release.

1998 - 2000

USWest - !nterprise. Minneapolis, Minnesota (awarded two Extraordinary Feats Awards)

Customer Engineer (July 1999 - August 2000)

Worked for the Internet Services Operations Center (ISOC) group performing general system and network monitoring duties. Also, set up an internal server running FreeBSD, designed an intranet web site and several MySQL databases for the group, and wrote some internal tools in Perl.

Assistant Technical Analyst (May 1998 - July 1999)

Provided technical support, level 2, for dial-up, DSL and Netscape related issues. Set up and coordinated the design of a departmental site to assist Level-2 support analysts in their daily work.

Coordinated system administration of the Linux server hosting the site. Wrote documentation to assist the team during the training and troubleshooting sessions: NAT Mapping HOWTO, several Netscape and connectivity technical tips, Top Ten Netscape Issues, Netscape Manual Reference, etc.

1995 - 1998

DecisionOne. Bloomington, Minnesota

Technical Support Representative (November 1996 - May 1998)

Provided technical support at the Commercial Help Desk for various applications, such as Microsoft Office and Lotus Notes. This help desk provided support to companies such as the University of Chicago, Pillsbury, Exabyte, Lanier, etc.

Provided bilingual technical support for Ameritech.net, setting up and maintaining user accounts, troubleshooting connectivity issues and supported browsers (Netscape Navigator and Microsoft Internet Explorer).

Provided bilingual technical support for Netscape products in the Windows 95 environment (Netscape Navigator, Gold, Communicator, [Smartmarks](#) and [NetObjects](#)). Troubleshooting of several problems related to the application as well as the Internet connections and various system errors.

Customer Service Representative (August 1995 - November 1996)

Answered phone calls from customers and field engineers, entered data into computer system, provided technical support for engineers, maintained accounts for special customers and oversaw malfunctioning system errors.

1993 - 1995

Education

Limerick, Ireland - Madrid, Spain

Teacher (July 1994 - August 1995)

Taught Art History and World History at a high school in Madrid (Spain), taking full responsibility for designing the curriculum, preparing and teaching the classes

Assistant Lecturer (January 1993 - June 1993)

Assisted in teaching Social Movements in Twentieth Century Spain at the [University of Limerick](#) (Ireland), as a part of the curriculum of the Spanish Department.

Technical Classes Taught

UV SGI Management Center for UV.

SGI. September 2014 (Peachtree City, GA, USA).

UV System Administration I (SLES)

SGI. December 2015 (Virtual Class).

SGI. September 2014 (Peachtree City, GA, USA).

UV System Administration I (RHEL)

SGI. July 2014. (Virtual Class).

SGI. May 2014 (Peachtree City, GA, USA).

Introduction to IRIX

SGI. October 2012 (Grand Forks, ND, USA).

Additional Experience and Training

SUSE Linux Enterprise Server 12 Advanced Administration.

Virtual Class. November-December 2015.

SUSE Linux Enterprise Server 12 Administration.

Virtual Class. October-November 2015.

Linux Kernel Internals (Intel Itanium2 64-bit)

Silicon Graphics. October 2004.

Linux Performance Evaluation and Tuning

Silicon Graphics. September 2004.

Linux Scalability on Intel 64-bit Processors

Silicon Graphics. January 2003.

Java Programming I

[University of Minnesota](#). October 2002 - November 2002

C++ Applications Programming

[University of Minnesota](#). March 2002 - May 2002

Linux Kernel Internals (Intel 32-bit)
Silicon Graphics. November 2001

Linux Network Administration
Silicon Graphics. September 2001.

Linux Security
Silicon Graphics. July 2001

IRIX Network Administration
Silicon Graphics. May 2001

IRIX Advanced System Administration
Silicon Graphics. February 2001

IRIX System Administration
Silicon Graphics. October 2000

Introduction to C
[Hennepin Technical College](#). January 2000 - May 2000.

Red Hat Linux Networking and Security Administration (RH253).
[Global Knowledge](#). March 2000.

Red Hat System Administration I & II (RH133).
[Global Knowledge](#). March 2000.

Perl/CGI
Open University. January 2000.

Introduction to Cisco Networking Devices (Cisco, ICND).
[Ascolta](#). November 1999.

Introduction to UNIX
[St. Mary's College](#). Spring 1999.

Setting up and troubleshooting dial-up connections (Cisco).
Internal training at Interprise. February 1999.

Windows NT Workstation.
[Anoka-Hennepin Technical College](#). Winter 1999.

Visual Basic Programming I
[Hennepin Technical College](#). Spring 1998.

Microsoft Networking Essentials (MCSE).
DecisionOne. February 1998.

Software experience with several Linux distributions (SLES, RHEL, Debian, Ubuntu), as well as several flavors of UNIX, networking, HTML, bash shell scripting, CVS, git, Perl, PHP, JavaScript, SQL, kickstart, building RPM packages and writing man pages.

Other Activites and Hobbies

Reading and writing (literature, philosophy, history...), cooking,

tennis, soccer, drawing, arts, walking and hiking.

Languages

Spanish: Native Language

English: High proficiency level in reading, writing and speaking.

Always ready to learn a new foreign language, if needed.