GRECIA VICTORIA NAJERA DIAZ

Tibas, San Jose, Costa Rica • 11301• victoriagrecia@hotmail.com • (+506) 7158-4714

Education

UNIVERSIDAD FLORENCIO DEL CASTILLO   Cartago, Costa Rica
Bachelor's degree in computer engineering   December,2022
Graduated with honors
GPA [Note:91]

Experience

INTEL CORPORATION   Belén, Costa Rica
DevCloud Support Engineer L2   Jan ,2024 – Currently

- Reduced platform downtime by 25% by implementing proactive monitoring using **Splunk, Grafana, Dynatrace, and Kibana**.
- Built **automated remediation workflows and self-healing scripts** using **Python and Bash**, increasing system resilience and reducing incident response time.
- Managed user access provisioning and incident tracking through **ServiceNow and Jira**, ensuring traceability and proper issue resolution.
- Collaborated with **SRE teams** to support high-availability platforms, conduct **root cause analysis (RCA)**, and optimize system KPIs.
- Maintained monitoring dashboards using **Prometheus and Grafana**, helping reduce MTTR and improve visibility into system health.
- Participated in daily global SRE syncs to align on health checks, incident patterns, and cross-team troubleshooting.
- Documented recurring issues and contributed to platform knowledge base and runbooks.

IT Support Specialist   Nov,2021 – Dec,2023

- Provided **Linux system administration and technical support** on **SUSE Linux Enterprise Server (SLES 11-12)** for global infrastructure, ensuring 24/7 service availability.
- Resolved 95% of server-related incidents within SLA using **VNC Viewer** minimizing user impact.
- Monitored critical infrastructure and services using **BigPanda, Prometheus, and Grafana**, enabling proactive issue detection.
- Developed automation scripts and batch jobs using **NetBatch**, reducing manual workload and improving efficiency.
- Administered user access and permission policies across NAS and CIFS shares.
- Supported documentation efforts to streamline troubleshooting processes.

Achievements

- Built a personal observability dashboard with **Grafana/Prometheus** to practice infrastructure monitoring.
- Volunteered in student-led mental health and tech initiatives.
- Led weekly health reviews with global SRE team to monitor KPIs and drive MTTR improvement.
- Recognized by management for enhancing incident handling response time.

Certifications

- ITIL Foundation (PeopleCert,2025)
- CCNA (Syllabus reviewed,2025)
- Python Essentials (Udemy,2024)
- Fundamentals of Unix & Linux (Udemy,2023)
- Bash Scripting (Udemy,2022)
- Unix & Linux System Admin (Udemy,2022)

Skills

Technical Skills:
Monitoring & Observability: Splunk • Grafana • Big Panda • Dynatrace • Prometheus • Datadog • New Relic • ELK, Service Now
Tools & Systems: ServiceNow, Jira, GitHub, Argo CD, Jenkins (basic), RDP, VNC Viewer, Vault, Splunk
Scripting & Automation: Python (basic), Bash (basic), NetBatch
System Administration: Linux • Remote Desktop • Vault
CI/CD & Automation: Jenkins (basic) Python (basic) Bash(basic)
Databases & Messaging: Basic knowledge of PostgreSQL, MongoDB, and RabbitMQ
Cloud & Platforms: AWS (basic) Infrastructure as Code & Automation: Kubernetes • Docker • Jenkins • GitHub • Argo CD
Security & Compliance: Secret Management • Vault

Languages

Language:

Spanish	Native
English	C1 (Advanced)
Portuguese	B1 (Intermediate)