

Pietro Uni Segura

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Network Infrastructure Engineer with 4+ years of enterprise network engineering experience, including 3+ years at Cisco TAC handling complex routing, switching, and SDN escalations across large enterprise environments. After deep Cisco specialization, deliberately expanded into multi-vendor production environments, gaining hands-on experience with Palo Alto firewalls, Splunk SIEM, Azure hybrid infrastructure, and PCI-compliant network operations. CCNA/CCNP certified. Native English speaker with professional experience across international enterprise environments.

Skills

Network Engineering

- Enterprise Routing & Switching: OSPF, EIGRP, BGP, STP, VLANs, L2/L3 design
- Platforms: Cisco Catalyst, DNA Center, IE Routers
- Network Automation: Python scripting for Cisco devices, configuration management
- Protocol analysis, packet capture, and advanced troubleshooting

Security & Compliance

- Firewalls: Palo Alto (production, PCI-compliant environments)
- Security: IAM policies, least-privilege access, defense-in-depth strategies
- Compliance: PCI-DSS network controls and audit support

Cloud & Hybrid Infrastructure

- AWS: VPC, EC2, S3, CloudFront, Route53, IAM, CloudWatch, Auto Scaling
- Azure: hybrid cloud monitoring, Azure Monitor
- Infrastructure as Code: Terraform (personal projects)
- Hybrid connectivity design: on-premises to cloud integration

Monitoring & Observability

- Splunk, Nagios, Azure Monitor, CloudWatch
- Log analysis, correlation, alerting, and incident response

Systems & Tooling

- Linux, Windows Server
- Scripting: Python, Bash, PowerShell
- Version Control: Git, GitHub
- Containers: Docker, Kubernetes (Cisco DNA Center context)

Professional Experience

Giesecke+Devrient

Network Operations Engineer

Apr 2024 – Present

- Maintained hybrid cloud infrastructure spanning Azure and on-premises systems for production payment platform; ensured 99.9% uptime for critical financial services
- Configure and manage Palo Alto firewalls and network security controls, implementing defense-in-depth strategies for PCI-compliant environments
- Conduct root cause analysis for network outages; document findings and implement preventive automation to reduce MTTF/MTTR by ~30%
- Coordinate maintenance windows across distributed infrastructure, minimizing service disruption through careful change management and rollback planning

Cisco

Cisco TAC Engineer Tier 2 - DNA Center

Aug 2023 – Mar 2024

- Deployed and troubleshoot Kubernetes-based Cisco DNA Center installations, working with Docker containers, persistent volumes, and cluster networking for large enterprise SDN deployments
- Led software upgrade procedures for DNA Center clusters, including pre-checks, backup/restore validation, and zero-downtime migration strategies.
- Debugged complex Linux system issues (CentOS-based DNAC appliances), using CLI tools, log analysis, and process management to resolve deployment failures and performance bottlenecks

Cisco TAC Engineer Tier 2 – Routing & Switching

Feb 2021 – Aug 2023

Cisco TAC Engineer Tier 1 – Routing & Switching

Jun 2020 – Feb 2021

- Provided enterprise-level support for Cisco routing & switching infrastructure (Catalyst 2K-9K switches, IE routers), covering network design, advanced troubleshooting, system migrations, and software lifecycle management
- Conducted root cause analysis for complex network issues involving routing protocols (OSPF, EIGRP, BGP), spanning-tree, VLANs, and layer 2/3 integrations
- Managed crisis escalations and customer outages with structured problem-solving approach—skills directly applicable to production incident management in DevOps environments

Earlier Experience

Dole Food Company - Senior Service Desk Engineer
Align Technology - iTero Specialist Engineer
HP Inc. - Technical Support Engineer

Nov 2017 - Jun 2020
Nov 2016 - Nov 2017
Jan 2014 - Nov 2016

Education and Certifications

Universidad CENFOTEC - Associate's degree - Network Infrastructure & Telecommunications
Focus: Enterprise networking, Linux systems, virtualization, and network security

Jun 2019 - Dec 2021

Universidad CENFOTEC - Associate's degree - Cybersecurity
Focus: Security operations, penetration testing, and secure infrastructure design

Sep 2019 - Aug 2021

AXELOS, ITIL® Foundations V4
Cisco, CCNA 200-301
Cisco, ENARSI 300-410

Obtained Oct 2020
Valid until May 2027
Valid until May 2027

Technical Projects

Network Automation & Infrastructure: github.com/pietrocious/psbp-scripts

- Developed Python scripts for Cisco devices using DNA Center to automate configuration backups, compliance validation, and bulk configuration changes across 20+ devices; reduced manual errors by 95%
- Applied networking fundamentals (TCP/IP, routing, security groups, NACLs) to cloud infrastructure design; leveraged deep understanding of network protocols for troubleshooting and optimization

AWS Infrastructure for a Portfolio Site: [github.com/terraform-aws-pietrouni](https://github.com/pietrouni/terraform-aws-pietrouni)

- Architected and deployed production-grade AWS infrastructure including multi-AZ VPC with public/private subnets, Application Load Balancers, and Auto Scaling Groups; infrastructure scales automatically based on demand with health checks and failover capabilities
- Infrastructure fully automated via Terraform with remote state management; entire stack reproducible from code and validated through destroy/rebuild cycles

Interactive Desktop Portfolio Website: pietrouni.com

- Built functional "web OS" mockup with window management system, terminal emulator, and file vault
- Tech: Vanilla JavaScript, HTML5, Tailwind CSS; features draggable/resizable windows, custom shell with command history, and Markdown-based content rendering

References

References available upon request