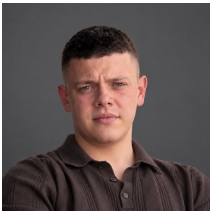


Jorge Bernal Ruiz

Level 2 Network Engineer | Cisco SD-WAN • Meraki • LAN/WAN Troubleshooting

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PROFESSIONAL SUMMARY

Network engineer with 5+ years running an enterprise network for Telefónica, specialised in **Cisco SD-WAN and Meraki**. Level 2 support for an expanding infrastructure of **6,000+ devices**: diagnostics, troubleshooting, production changes and vendor escalation. Previously **migrated ~150 sites** to the Telefónica network. Promoted from intern to Level 2 on the same project.

PROFESSIONAL EXPERIENCE

SD-WAN Support Engineer (Level 2) — Entelgy Oct 2023 – Present
Telefónica / ALDI project · Madrid / Remote

- Resolved Level 2 incidents on the client SD-WAN network: tunnel failures, MPLS/Internet link outages, line saturation, routing, VRF, DHCP/DNS and enterprise Wi-Fi.
- Diagnosed issues using **vManage**, **Meraki Dashboard**, Cisco CLI and **Wireshark** (traffic analysis, per-VRF connectivity testing).
- Implemented configuration changes in production while ensuring service continuity.
- Identified **vendor software bugs**, applied workarounds and worked with **Cisco TAC** until resolved through software upgrades.
- Managed the full ticket lifecycle in **Remedy on Demand**; onboarded new team members and produced technical documentation.

Network Support Technician (Level 1) — Entelgy Jan 2022 – Oct 2023
Telefónica Global Solutions project · Madrid / Remote

- Handled, diagnosed and resolved network incidents in enterprise environments; prioritised by impact and followed through to closure.

SD-WAN Migration Engineer (Level 2) — Entelgy Mar 2021 – Jan 2022
Telefónica / ALDI project · Joined as intern, then hired

- Migrated **~150 sites** from the previous provider to the Telefónica SD-WAN network in a live production environment.
- Configured devices and ran pre/post-migration validation: connectivity, routing tables, tunnels and business-critical services.
- Worked night and weekend change windows to minimise service impact.

TECHNICAL SKILLS

SD-WAN & wireless: Cisco SD-WAN (vManage), Cisco Meraki (Meraki Dashboard), enterprise Wi-Fi
Networking: LAN/WAN, MPLS, routing, VRF, tunnels, DHCP, DNS, Cisco IOS CLI
Diagnostics & tools: Network troubleshooting, Wireshark, Remedy on Demand (ITSM), Cisco TAC escalation
Systems: Linux (LPI Linux Essentials), networked systems administration fundamentals

EDUCATION & CERTIFICATIONS

Higher Technical Diploma in Network Systems Administration (ASIR) <i>Colegio Nuestra Señora del Pilar · Madrid, Spain</i>	2021
Technical Diploma in Microcomputer Systems and Networks (SMR) <i>FP Tres Olivos · Madrid, Spain</i>	2019
LPI Linux Essentials <i>Linux Professional Institute</i>	2019
Introduction to Networks (CCNA) · Introduction to Cybersecurity <i>Cisco Networking Academy</i>	2018
AWS Certified Cloud Practitioner (CLF-C02) <i>Amazon Web Services</i>	In progress

LANGUAGES

Spanish ●●●●● Native English ●●●●● Intermediate