Salvador Menjivar

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SUMMARY

Dynamic and results-oriented Google Cloud Engineer with a robust background in technical support and cloud solutions. Proficient in deploying and managing applications on the Google Cloud Platform (GCP), with a strong focus on cloud architecture and infrastructure optimization. Experienced in data analysis utilizing Python, SQL, and R, enabling data-driven decision-making. Adept at troubleshooting complex cloud infrastructure issues to ensure optimal performance and reliability of services. Possesses excellent communication and collaboration skills, effectively working with cross-functional teams to deliver innovative, integrated solutions tailored to meet client requirements.

EXPERIENCE

● Google Cloud Engineer
Wursta February 2024 - Present

Design, implement, and manage cloud solutions utilizing Google Cloud Platform (GCP) services, including Compute Engine, Kubernetes Engine, and BigQuery.

Collaborate with clients to optimize their GCP environments, ensuring high availability and security best practices. Provide technical support and guidance for managed services customers, addressing issues and enhancing user experience with GCP.

Analyze system performance metrics to troubleshoot complex technical issues, working closely with internal teams to resolve escalated cases.

Develop and maintain technical documentation to assist customers in self-solving common problems and understanding GCP functionalities.

Stay updated with the latest GCP features and offerings to provide informed recommendations to clients.

● Google Cloud Platform engineer
Telus International December 2020 - February 2024

I worked as a Google Cloud Engineer, starting with supporting Google Workspace services by helping users solve issues and keeping the tools running smoothly. Later, I focused on database support within Google Cloud Platform (GCP), troubleshooting problems, improving performance, and ensuring data was reliable. I also helped clients use Google APIs, assisting with setups, integrations, and fixing any issues they faced to make sure everything worked as expected.

● Software Tech Support Representative
HP February 2019 - November 2020 Convergys.

Successfully resolved technical issues from incoming customer contacts.
Adequately responded to customer relations questions related to product features, specifications, and repairs in a timely manner.
Amiably assisted customers to avoid or reduce problem occurrence.

● Customer Service Representative
AT&T January 2017 - January 2018 Convergys.

Completed service orders and provided excellent communication.
Attended customer calls and needs by recommending products and rate plans.
Provided innovative solutions to address customer needs.

SKILLS

- **Strong English, both spoken and written**
- **Proficiency in advanced Excel skills including complex formulas, VLOOKUP, pivot tables, and macros** ● **Basic Project Management experience/knowledge**
- **Data analysis using Python, SQL, and R**
- **Knowledge of statistical analysis and data visualization techniques**
- **Proficiency in Google Workspace, including Sheets, Docs, and Slides**
- **Technical troubleshooting and problem solving skills**
- **Excellent communication and customer service skills**
- **Detail Oriented and highly organized**
- **Proficiency in Google Cloud Platform (GCP) services such as Compute Engine, Kubernetes Engine, and BigQuery** ● **Experience with Infrastructure as Code (IaC) tools like Terraform for automating cloud deployments** ● **Familiarity with DevOps practices, including CI/CD pipelines and automation tools (e.g., Jenkins, Ansible)** ● **Understanding of cloud security best practices and identity and access management (IAM)**
- **Knowledge of containerization technologies such as Docker and Kubernetes**
- **Experience with monitoring tools to analyze system performance and troubleshoot issues**

PROJECTS

Money Management

Personal Project · March 2023 –March 2023

· The code is about cleaning and categorizing bank transaction data using Python libraries such as pandas, numpy, panel, hvplot and holoviews. The cleaned data is then used to create an interactive dashboard that summarizes the user's spending habits.

· The code creates a summary banner for the last month's income, recurring expenses, non-recurring expenses, and savings. The banner is created by filtering the dataset to include only transactions from the latest month and grouping them by category. The resulting data is then displayed on an interactive dashboard.

· Improved bank transaction data accuracy by 85%, created automated categorization script that increased user data processing speed by 2x, and developed an interactive dashboard that visualizes spending habits and predicted expenses. · Project's link: https://github.com/Salvador-Menjivar-S/Money-management

CERTIFICATIONS

Google Data Analytics Certificate

Coursera

Python for Everybody Specialization

Coursera

4 GOOGLE CLOUD CERTIFICATIONS:

1. **Google Cloud Associate Engineer**
2. **Google Cloud Professional Database Engineer**
3. **Google Cloud Professional Data Engineer**
4. **Google Cloud Professional Architect Engineer**
5. **Google Cloud Professional Machine Learning Engineer**

EDUCATION

Computer Technology

Universidad Francisco Gavidia · SV, San Salvador · 2023