Mateo Guerrero

NOC Technician | Network Intern

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PROFESSIONAL SUMMARY

CCNA-certified network technician with a year in a network operations center monitoring a regional ISP backbone and a campus networking internship. Works through alarms methodically, reads interface counters and logs before escalating, and documents every change. Ready for a junior network engineer or NOC engineer role with routing and switching responsibility.

EXPERIENCE & PROJECTS

Hill Country Fiber Networks · Austin, TX **Aug 2025 — Present**

NOC Technician

- Monitor a regional fiber and microwave backbone serving 40 towns, triaging SolarWinds alarms and opening carrier tickets with circuit IDs and test results.
- Isolated a recurring overnight outage to a failing optic by correlating interface error counters with temperature logs, ending three weeks of repeat tickets.
- Wrote 15 runbook pages for common alarms so overnight technicians follow the same checks before calling the on-call engineer.

Lake Travis Independent School District · Austin, TX **Jun 2024 — Aug 2024**

Network Intern

- Replaced and configured 48 access switches across four schools during summer break, with VLANs for staff, students, cameras and building controls.
- Labeled patch panels and updated Visio diagrams for each wiring closet, giving the district its first accurate map of school networks.

Home lab: multi-area OSPF and BGP

- Built a GNS3 lab with six routers running multi-area OSPF and eBGP between two simulated providers, documenting failover tests and configs on GitHub.

EDUCATION

AAS, Network Administration **2025**

Capital Ridge Community College

SKILLS

Technical: Cisco IOS and IOS-XE, OSPF, BGP basics, VLANs and trunking, Spanning Tree, TCP/IP and subnetting, DHCP and DNS, SolarWinds NPM, Wireshark, ServiceNow, Python basics, Visio

Certifications: Cisco CCNA · CompTIA Network+