

# Miguel Ángel Nieto

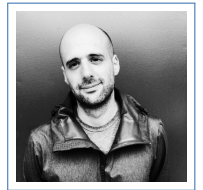
MySQL, MongoDB and Linux Administrator.

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## Professional Experience

- MongoDB **Technical Services Engineer, Nov-2017.**
- MongoDB's Technical Services department, Database Core team.
  - Replication, Sharding, Backups, Optimization and Security.
- Percona **Technical Lead, May-2017/Oct-2017.**
- Support team's front line, provided our customers with friendly, helpful and responsive service via chat, e-mail and phone. Troubleshooting and resolving issues of any complexity.
  - Acted as an escalation point for complex issues, and mentored for fellow team members.
  - Led and prioritized the Support Teams's work load.
  - Provided technical leadership.
  - Created and promoted appropriate department and company procedures and policies.
- Percona **Senior Technical Services Engineer, Oct-2015/May-2017.**
- Provided Support, Consulting and Remote DBA services.
  - Worked with MySQL, MySQL Cluster (NDB), MariaDB, Amazon's Relational Database Service (RDS), MongoDB, Percona Server and Percona XtraDB Cluster (Galera Cluster).
  - Wrote technical blog posts on Database Performance Blog.
- Percona **Regional Support Manager, EMEA, Jun-2013/Oct-2015.**
- Managed workflow and processes.
  - Improved quality assurance and procedures inside the department.
  - Trained new junior engineers and interns with quality of service and technical knowledge improvement as main focus.
  - Dealt with quality related problem during the handling of support issues, ensuring that deadlines, response time, quality and SLA requirements were always met.
- Percona **Senior Support Engineer, Oct-2011/Jun-2013.**
- Investigated and fixed support issues on MySQL, MySQL Cluster (NDB), MariaDB, Drizzle, Amazon's Relational Database Service (RDS), Percona XtraBackup, Percona Toolkit, Percona Server y Percona XtraDB Cluster.
  - Handled emergencies, normal issue's dispatch and 24x7 call/chat assistance.
  - Mentored and trained new colleagues.
- Arsys Internet **Technical Consultant and TAM, Jan-2011/Sep-2011.**
- Provided Second Level Support in a variety of technologies.
  - Windows Server, GNU/Linux, HA, MySQL and SQL Server databases, Apache, IIS, Plesk, Cpanel (WHM), Exchange 2010, Postfix, VMWare, XenApp, etc.
  - Technical Account Manager (TAM) for the key customers.
- Irontec **System Administrator, May/2007/Dec-2010.**
- Specialised in SMTP, Web, virtualization, monitorization and security.
  - Installed and administered different services for customers, providing load balancing and HA to the most critical ones.
  - Supported the shared hosting service of Irontec.
  - Provided training and consultancy about free software technologies.

Kider **System Operator**, *Dec/2003–Apr/2007*.

- Hardware maintenance, installation and configuration of software on Windows (Office and CAD Software) and Linux (e-mail, security and database services).
- Deployed intrusion detector solutions (Snort).
- Provided technical support (also remotely) to users and delegation's employees.
- Promoted to I+D department.

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## Presentations: training and talks (last 10)

- 2014 **Percona and Free Software**, *Librecon*, 1 hour.
- 2014 **BOF MySQL 5.6**, *Percona Live 2014*, 10 hours.
- 2013 **GTID Replication in MySQL 5.6**, *Percona University Toronto*, 1 hour.
- 2012 **Percona InnoDB, DBA and Dev Training**, *Private Training*, 30 hours.
- 2010 **MySQL Replication and HA with Pacemaker/Corosync**, *B2B2000*, 10 hours.
- 2010 **E-mail servers, IM and Distribution lists**, *AEG*, 15 hours.
- 2010 **Linux Administration and Advance Bash Scripting**, *Tekniker*, 10 hours.
- 2010 **MySQL Server Optimization and Troubleshooting**, *UPV/EHU*, 5 hours.
- 2010 **Advanced Apache Training and HA**, *Hispavista*, 10 hours.
- 2010 **MySQL, Optimization and HA**, *Hispavista*, 10 hours.

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## Education

2001–2003 Associate's degree, Network and System Administrator

### Certifications (last 10)

- 2018 **AWS**, *Certified Solutions Architect Associate*.
- 2018 **Tableau 10**, *Desktop Qualified Associate*.
- 2015 **MongoDB DBA**, *C100DBA*.
- 2015 **MySQL 5.6 DBA**, *1Z0-883*.
- 2011 **Citrix XenApp 6**, *CCA*.
- 2011 **MySQL 5**, *SCMDEV*.
- 2010 **MySQL Cluster 5.1**, *CMCDBA*.
- 2010 **Oracle 11g**, *Administrator Certified Associate*.
- 2009 **MySQL 5.0**, *SCMDBA*.
- 2009 **Cisco**, *CCENT*.
- 2009 **GNU/Linux**, *LPIC-1*.

### Complementary Education (last 10)

- 2018 **Artificial Intelligence**, *Udacity*, 6 months.
- 2017 **Deep Learning Foundation**, *Udacity*, 6 months.
- 2016 **Machine Learning Engineer**, *Udacity*, 6 months.
- 2016 **Data Analyst**, *Udacity*, 6 months.
- 2015 **MongoDB for DBAs 202**, *MongoDB University*, 7 weeks.
- 2015 **MongoDB for DBAs 102**, *MongoDB University*, 7 weeks.
- 2014 **Query Optimization with MySQL 5.7 and MariaDB 10**, *Percona Live*, 3 hours.
- 2014 **From Relational to Hadoop - Migrating your data pipeline**, *Percona Live*, 3 hours.
- 2014 **Introduction to MongoDB for MySQL Users**, *Percona Live*, 3 hours.
- 2011 **Zabbix installation and configuration**, *Arsys*, 20 hours.
- 2011 **XenApp installation and administration**, *Arsys*, 30 hours.