JULIO DINOCCO

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PROFESSIONAL PROFILE

Professional with more than 18 years of experience in networking, infrastructure and mission-critical operations. Experience operating telecommunications networks at telecom carriers (IP/MPLS Backbone, Packet Core, Data Center and NFV), network and infrastructure automation (Python, Ansible, Terraform), and large-scale observability and monitoring (Zabbix, Grafana, ELK, Datadog, BigPanda). Led multinational teams (Argentina, Brazil, Mexico, Colombia, Uruguay, Chile, Peru and Paraguay), focused on people development, incident management and continuous improvement.

EXPERIENCE

Mercado Libre — Buenos Aires, Argentina — Aug 2020 – Oct 2026

Technical Leader – Observability & Monitoring — Sep 2022 – Oct 2026

- Led the Monitoring, Observability and Automation team for Logistics' critical infrastructure (fulfillment centers, warehouses and corporate offices), covering LATAM, the US and China.
- Built a distributed team of 6 to 12 people: ran 1:1s and performance reviews, took part in hiring and supported the professional growth of each team member.
- Organized the team's on-call rotations and managed priorities, roadmap and budget.
- Defined and evolved the monitoring and observability strategy for large-scale infrastructure across multiple countries, focused on availability, performance and early problem detection.
- Developed discovery and remediation automations to improve response and recovery times.
- Drove event correlation, enrichment and deduplication (BigPanda) to reduce alert noise and identify root causes faster.
- Acted as the highest-level technical escalation point for observability and coordinated continuous improvement based on incidents and root cause analysis.
- Used AI tools (Claude, Codex) to support internal tool development and troubleshooting, and worked with the Networking, Infrastructure and Engineering teams to improve the reliability of the logistics ecosystem.

  Stack: Zabbix, Grafana, ELK, Datadog, BigPanda, NetBox, Python, Ansible/AWX, Terraform, Jenkins, GitHub.

Sr Systems Engineer – Infrastructure Monitoring — Aug 2020 – Sep 2022

- Designed, implemented and maintained monitoring and observability solutions for the networks and infrastructure of Logistics and corporate offices.
- Developed monitoring integrations for internal devices and services, focused on scalability and best practices, to expand coverage and reduce manual work.
- Worked with infrastructure as code, monitoring as code, automation and Linux administration.
- Integrated metrics and events from multiple platforms and optimized alerts and event enrichment to improve visibility, signal quality and incident analysis.
- Collaborated with the Networking, Infrastructure and Engineering teams on monitoring requirements and continuous improvement.

Claro Argentina — Buenos Aires, Argentina — Oct 2009 – Jul 2020

IPTV Supervisor — Feb 2020 – Jul 2020

- Supervised a team of 5 responsible for the operation, monitoring and support of the backend that processes and distributes IPTV video signals in Argentina, Uruguay and Paraguay.
- Coordinated monitoring, incident response and contingency activation with the Infrastructure, Networking and Development teams and vendors.
- Implemented end-to-end validation by emulating the customer experience, and improved procedures, alerts and monitoring to detect failures earlier and respond faster.

NetDevOps Engineer and Data Center Specialist — Jan 2017 – Jan 2020

- Acted as technical reference for Data Center, networking, IPTV and automation, and took part in implementing network functions virtualization (NFV) for Argentina, Uruguay and Paraguay.
- Developed monitoring solutions and integrations, and led monitoring projects and acceptance testing (ATP) of new technologies.
- Produced root cause analysis (RCA) reports for major and chronic network incidents.
- Took part in evaluating and negotiating support contracts and new monitoring tools.

Network and Packet Core Incident Specialist — Mar 2015 – Jan 2017

- Administered and supported the Cisco IP Backbone and the Evolved Packet Core (EPC); tracked recurring problems, performed root cause analysis (RCA), and took part in the acceptance of new technologies.

- Implemented and administered management and monitoring platforms: Cisco Prime, HP NNMi, Cacti, Nagios and OpenNMS.
- Administered network services (TACACS+, ISC-DHCP, OpenLDAP, Sandvine DPI) and Linux and Solaris systems.

Senior Support Specialist Oct 2011 – Feb 2015
- Provided top-tier support for the IP/MPLS Backbone and Packet Core (2G/3G/4G) in Argentina, Uruguay and Paraguay, on a network of more than 1,000 devices, from IP RAN to the MPLS core and international links.

NOC Backbone Specialist Apr 2010 – Sep 2011
- Managed alarms from fixed-network platforms, covered 24×7 on-call for major incidents, and analyzed voice signaling (SIP, SS7, ISDN) on Ericsson, Huawei, Nokia Siemens, Acme Packet SBC, Asterisk and Cisco CallManager platforms.

NOC Backbone Operator Oct 2009 – Mar 2010
- Performed proactive monitoring of the Backbone network and troubleshooting to detect major failures in MetroEthernet, SDH, optical fiber, radio links and Internet peerings.

Telmex — Buenos Aires, Argentina Apr 2008 – Sep 2009
Senior Technical Support Specialist
- Provided top-tier support for the fixed telephony service: incident analysis and resolution, deployments and changes on exchanges and voice platforms (Ericsson AXE, Huawei SoftX3000, Nokia Siemens and Cisco CallManager).

Teaching

National Technological University (UTN) — Avellaneda Aug 2015 – Dec 2016
Instructor Cisco Networking Academy
- Taught CCNA Routing and Switching courses as part of the Cisco Networking Academy and the Proydesa Network.

CentralTECH Aug 2011 – Dec 2015
Instructor CCNA
- Taught in-person and remote (WebEx) networking and telecommunications courses geared toward CCNA certification.

Education

University of Buenos Aires — Buenos Aires, Argentina 2001 – 2005
Systems Analyst (studies not completed)

Certifications

- Certified BigPanda Professional — BigPanda
- CCNP R&S — Cisco
- CCNA R&S — Cisco
- CCNA Voice (ICOMM) — Cisco
- Digium Certified Asterisk Administrator — Digium

Technical skills

Observability: Zabbix, Grafana, Elasticsearch/ELK, Datadog, BigPanda, NetBox; event correlation and deduplication, actionable alerts, monitoring as code, incident management and root cause analysis.
Networking: IP/MPLS Backbone, BGP, OSPF, MPLS, MetroEthernet, SD-WAN, Packet Core (EPC), NFV, Data Center; Cisco, Juniper, Huawei; Cisco ACS/ISE, Fortinet, Palo Alto, F5.
Automation: Python, Bash, Ansible/AWX, Nornir, Terraform, Jenkins, Git/GitHub, n8n; infrastructure as code; generative AI (Claude, Codex).
Systems and cloud: Linux (advanced), Solaris, VMware, OpenStack; AWS (general use).

Languages

Spanish: native · English: conversational