Contact

hugo.luna.sec@gmail.com

www.linkedin.com/in/hugoaluna (LinkedIn)

Top Skills

Edge Computing
Cloudflare Workers
Model Context Protocol (MCP)

Languages

English (Native or Bilingual)
Spanish (Native or Bilingual)

Certifications

Microsoft Technology Associate (MTA)
Google Cybersecurity Certificate
PC Pro

Hugo Luna

Systems & Infrastructure Technician | Enterprise Hardware Deployment, Linux Administration & Fleet Operations (170+ Nodes)
Dallas-Fort Worth Metroplex

Summary

Infrastructure and systems operations specialist with hands-on experience managing, hardening, and troubleshooting distributed hardware fleets (170+ endpoints). Proven background in Linux system administration (Ubuntu), component-level hardware diagnostics, network protocol management, and enforcing strict data sanitization and asset lifecycle standards. Adept at working in high-availability environments, executing physical infrastructure deployments, and resolving critical incident escalations under strict SLAs. Bilingual (English/Spanish).

Experience

The Dallas World Aquarium

Systems & A/V Infrastructure Specialist
June 2024 - Present (2 years 6 months)
Dallas, Texas, United States

• Administer and maintain 170+ distributed digital endpoints, kiosk units, and infrastructure displays facility-wide with a focus on high availability.
• Hardened legacy hardware footprints by deploying, configuring, and managing custom Ubuntu Linux 24.04 environments to maximize security and stability.
• Configured and secured mobile/embedded hardware nodes in locked-down kiosk configurations for automated, continuous operational execution.
• Produced and optimized video content using DaVinci Resolve for seamless, perfect-loop playback on Beetronics displays.
• Assist internal IT team on endpoint security updates, network troubleshooting, and security camera footage verification.
• Performed component-level hardware diagnostics, preventative maintenance, and physical component life-cycle tracking.
• Configure and troubleshoot local network infrastructure (switches, routers, cabling, and networking protocols) and lead cross-team installation projects with documented contingency plans to guarantee zero-downtime public operations.

Clay Cooley Nissan Irving

Asset & Supply Chain Logistics Specialist
March 2023 - August 2023 (6 months)
Irving, Texas, United States

Managed physical asset lifecycles, inventory auditing, and supply chain integrity protocols.

Conducted regular cycle counts and utilized enterprise resource planning software (CDK) to resolve data discrepancies and maintain strict inventory accuracy.

Amazon

Tier 2 Incident Response & Escalation Lead
April 2020 - May 2022 (2 years 2 months)
United States

• Managed Tier 2 incident response workflows across distributed networks, systematically diagnosing OS, hardware, and network layer failures.
• Enforced strict SLA compliance and escalated critical infrastructure faults to backend engineering teams using standard incident tracking frameworks.
• Mentored Tier 1 personnel, reducing escalation volumes by implementing standardized troubleshooting methodologies and clear documentation.

The Dallas World Aquarium

Education Coordinator & Logistics
October 2015 - September 2020 (5 years)
Dallas/Fort Worth Area

Deployed and managed 58+ enterprise endpoints including screens, tablets, and display systems.
Performed hardware remediation and network restoration for compromised field equipment.

Education

Coursera

Google Professional Cybersecurity Certification, Cybersecurity · (May 2023 - October 2023)

Dallas College

Coursework, Cybersecurity · (2017)