

Francisco Javier Puig Díaz | IT Infrastructure & DevSecOps Support Engineer
Reading U.K. | Sevilla Spain | fluent in English, German, Spanish and Italian
 www.linkedin.com/in/javierpuigdiaz  javier.puig.diaz@gmail.com  0790 208 4887

Professional Summary IT Solutions Architect and Systems Integration / Support Engineer with over 25 years of EMEA experience. Specialises in modernising legacy workflows, infrastructure provisioning, and deploying highly available, secure environments. Expertise in design and support of multi-node pve datacentre virtualisation, Kubernetes, Docker, and DevSecOps collaboration to scale, automate, and secure enterprise-wide operations.

Key Skills & Expertise

- **Virtualisation & Containers:** Proxmox VE (Clustered Datacenters), Kubernetes, Docker, LXC, VM Operations.
- **Infrastructure & Automation:** CI/CD Pipeline Support, Declarative Environment Provisioning, Python, JavaScript, Shell Scripting and adherence to git principles.
- **Networking & Security:** WireGuard & Tailscale VPNs, Server Hardening, VLANs, Site-to-Site Architecture, Enterprise Switching/Routing.
- **IT Operations:** Datacenter Clustering, Legacy-to-Modern Migrations, Local AI Model Deployment, Multilingual Enterprise Support.

Professional Experience

Senior IT Infrastructure & Operations Automation Engineer & DevSecOps Support
BOOKS etc. Ltd. E-Commerce & Supply Chain Logistics Sector | 2025 – Present

- Engineered and maintained resilient IT operations, modernising legacy supply chain structures into streamlined, automated deployment pipelines.
- Designed and managed multi-node Proxmox Virtualisation Environments (PVE), optimising compute/storage allocation and partnering with software development teams to accelerate application provisioning.
- Deployed secure, hard-isolated remote access architectures, implementing site-to-site bastion-servers / VPN solutions to safely bridge distributed network landscapes.
- Developed custom integration and automation scripts using Python and JavaScript, reducing operational friction and minimising manual deployment errors.
- Managed physical and digital deployments of warehouse technology, including hardware prototyping and engineering proof-of-concept setups.

Senior Support Engineer (EMEA) SAP UK Ltd. | 2010 – 2023

- Specialised in SAP BI & SAC deployments, resolving complex technical issues for medium-to-large enterprise clients across the EMEA region.
- Administered RedHat Linux environments and supported early-stage Docker and Kubernetes cloud integrations.
- Collaborated on enterprise DevOps initiatives
- Facilitated comprehensive technical training sessions to elevate team capabilities.

Network Support Engineer HP UK Ltd. | 2009 – 2010

- Resolved complex networking incidents involving VLANs, APs, and wireless security protocols for EMEA clients across 3Com/HP products, improving first-call resolution rates and reducing escalations.

Independent Professional Development & Sabbatical

Self-Directed Technical Research & Lab Deployment | 2023 – 2025

- Engineered local, self-hosted AI models and orchestrated automated LLM implementations within private lab infrastructure.
- Designed and deployed secure, multi-node Proxmox VE clusters, containerised micro-services (Docker, LXC), and complex systemd automation tasks.
- Constructed declarative environment provisions and orchestrated API integrations to modernise legacy tech stacks.

Early Career Highlights Various Organisations (ECAP Zentralschweiz AG/GmbH, Dipl. Ing. Fust AG/GmbH, Siruela y Toscano S.L., Corel UK Ltd. and 3Com UK Ltd.) | 1996 – 2009

- Held progressive technical roles including Store Manager, Technical Support Specialist, and IT Teacher.
- Directed end-to-end IT support and store operations, increasing service revenue through efficient PC builds and maintenance.
- Managed Windows/Linux server environments (Active Directory, LDAP, CA, DNS, DHCP, XAMPP...) and delivered multilingual software and hardware troubleshooting.

Education & Certifications

- **BTEC HND: Computer Systems Engineering (FP11)**
I.E.S. Gonzalo Nazareno Dos Hermanas (Sevilla), Spain 2005
- **Goethe-Zertifikat C2: Großes Deutsches Sprachdiplom (GDS)**
Dolmetscherschule Zürich, Switzerland 1999
- **H3C 3Com Network Support Engineer (Hardware)**
3Com/HP UK Ltd. Hemel Hempstead, U.K. 2009
- **Senior Product Support Engineer (Software)**
SAP UK Ltd. Maidenhead, U.K. 2018