

DIEGO ZAMORA NARVÁEZ

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SUMMARY

Software engineer with 2 years of experience automating endpoint deployment and infrastructure operations at a global IT services company. Strong background in scripting (PowerShell, Bash, Python), cloud identity, and reducing repetitive manual work through automation. Comfortable owning end-to-end solutions from script design to production deployment.

EXPERIENCE

Endpoint Automation Engineer

Sept 2024 – Present

Tata Consultancy Services — Querétaro, México (role titled "IT Support"; expanded scope into automation)

- Designed and deployed an automated endpoint provisioning workflow using PowerShell, Batch and XML, reducing per-device setup time from ~3 hours to 45 minutes (~75% reduction).
- Built an automation pipeline that consolidated 30+ manual configuration steps into a single command, eliminating ~95% of repetitive operator actions during device onboarding.
- Designed an alternative provisioning workflow with PowerShell scripting when corporate deployment systems failed, maintaining team delivery without downtime.
- Automated device inventory and cloud-directory registration, removing manual data-entry steps across the provisioning lifecycle.
- Authored deployment and compliance-validation scripts that reduced operator error rates and rework across daily operations.
- Provide desktop and remote technical support and account access management following ITIL/ITSM practices.

Maintenance Assistant (Internship)

Sept 2022 – Dec 2022

Universidad Politécnica de Querétaro — Querétaro, México

- Performed computer maintenance, software installation, and operating system deployment during academic internship (Estancia I).

EDUCATION

Bachelor of Computer Systems Engineering

Aug 2021 – Jun 2025

Universidad Politécnica de Querétaro — Querétaro, México

- Final integrative project: full-stack web system built with Flask and MySQL.

Technical Degree in Programming

Aug 2018 – Aug 2021

CBTis 145 "Venustiano Carranza" — Querétaro, México

PROJECTS

V-My Eyes — Computer Vision for Visually Impaired Users

Nov 2023

Hackathon Querétaro Digital 2023 (2nd edition)

- Won 1st place out of 28 teams at a state-level hackathon (prize: \$100,000 MXN).
- Built a real-time object detection prototype using Python and the YOLOv4 model under a 48-hour competition window.

Personal Portfolio — diegozamora.dev

2026

Full-stack project on self-hosted and edge infrastructure

- Built and deployed a Next.js 15 + TypeScript + Tailwind CSS portfolio on Cloudflare Pages with custom domain, SSL, HSTS, and edge caching.
- Self-hosted a Linux (Ubuntu) backend on a personal home-lab server, exposed securely to the internet through Cloudflare Tunnel — no open ports, no static IP.
- Reached top 3 on Google search for "Diego Zamora Querétaro" within 3 weeks of launch through technical SEO (sitemap, robots.txt, structured data).

TECHNICAL SKILLS

- **Languages:** Python, JavaScript, TypeScript, PowerShell, Bash, SQL, T-SQL.
- **Web & Frameworks:** Next.js, React, Flask, Laravel, Tailwind CSS, HTML, CSS.
- **Cloud & Identity:** Microsoft Azure, Azure AD, Microsoft Intune, Windows enterprise deployment.
- **Infrastructure:** Linux (Ubuntu), Nginx, Docker, Cloudflare (DNS, Tunnel, Pages, WAF), Git, ServiceNow.
- **Databases:** MySQL, SQL Server, PostgreSQL.
- **Other:** YOLOv4, computer vision, technical SEO.

LANGUAGES

- Spanish (native).
- English (B2).