

Profile

A Bilingual and passionate technologist professional with over 30 year of experience on enterprise environments for Fortune 100 companies and proven progressing responsibility in Information technology. Orchestrating the design, development and delivery of complex projects and high-performance solutions providing vision on process improvements and automation. Highly skilled in building great teams and aligning their efforts with organization goals. An Impassioned team leader who mentors with purpose and understands that strong working relationships create teams and produce exceptional results. Highly focus on security and compliance aligned with business strategy.

Areas of expertise include:

*Strategic Leadership • Operational Effectiveness • Customer Service Excellence • Quality Assurance
Data Center Operations • Quality Assurance • ITIL Methodology • Budget Management*

Technical Skills

Proficiency on:

Pc troubleshooting since MS DOS 3.3 /Windows 3.0 to Windows 10.
Troubleshooting techniques and problem solving in a 24x7x365
Applications like Microsoft Office 365, MS Teams, SharePoint.
Spreadsheets since Multiplan, Quattro Pro to Excel 365, formulas, lookups, pivot tables, data queries and macros.
Data analysis and statistics, tracking and reporting of financial measures, trends, power bi.
Server build, implementation, repair and troubleshooting (HP, Dell, IBM).
Thin client implementation and deployment (Dell, Lenovo, Terminal Server).
OS deployment automatization tools (Acronis, MS MDT including multiple tasks, PXE Boot, MS SCCM, Bit locker).
Creation of OS Golden images.
High end computing, server virtualization (Nutanix, VMware ESXI 5.X to 6.7, HA & DRS, Vmotion, Hyper V, KVM).
Enterprise Storage and backup solutions (SAN, NAS, DAS, array, Iscsi, Raid, Deduplication, NetBackup, Veeam, Veritas, MS DPM).
Office 365 Migration, management and deployment.
Azure active directory integration with on-prem AD.
Windows server 2012, Windows server 2016, Datacenter edition.
Creation and implementation of disaster recovery plans.
Network Operations Center process and related tasks.
Active Directory, user and object maintenance, folders, security GPO, Sites & Services).
Information security practices (ISO 27001, SOX, PCI, Security Policies, Patching, Vulnerability detection, hardening).
Lan and Wan technologies including Switches, Cisco Nexus, Linksys, HP Procurve, Aruba, Netgear, Meraki.
VPN: Cisco, Aventail.
Video Conference: Cisco and Polycom.
MDM: MS Intune, Apple.
Firewall Fortinet, Cisco, WatchGuard
Services like DHCP, DNS, File and Storage, Remote Desktop, IIS, Telnet, WSUS.
Network Protocols, TCP/IP, HTTP, FTP, SSH
Web Servers, IIS, Nginx, Apache
Networking technology
Wireless Lan technologies (including Wireless optimization).

Voice Technologies (Cisco Voip, CUCM, Call Center, SIP).

Monitoring Tools (BMC, SolarWinds, PRTG, advance SNMP, The Dude).

Sys Admin related tasks.

Microsoft Azure, AD synchronization, hybrid AD

Amazon AWS

Security Tools (Qualys, Tanium, Cisco AMP, Secunia, Symantec SEP, Symantec Data Loss Prevention)

ITIL methodology and tools (Incident Management, Problem Management, Configuration Management, CMDB, KB, CI, BMC, Service Now, OTRS).

Project Management ,including planning, leading, execution, time management, budget, documentation and maintenance.

Cat5/6/7 Cabling, patching/punching.

Strong knowledge on:

Database management and programming (MS Sql 2005 – 2016).

ERP solutions (Cambar, SAP, SAP Business one).

IaaS, PaaS, SaaS, Google Docs, G-Suite, AWS

VBscript, batch, windows PowerShell, DevOps.

Merge & Acquisitions, System Integrations.

EDI

Soft Skills

- Excellent interpersonal skills with executive staff under high pressure situations.
- Ability to quickly learn new subject matter areas, assess operational status, establish KPI's and metrics and drive towards operational maturity.
- Strong analysis capabilities and skills in structured problem solving.
- Deep sense of urgency and ability to identify and achieve quick wins.

Professional Experience

IT Manager | Flytec Computers, Doral, FL

July 2019 – Present

Responsible for providing infrastructure optimization and end user support efficiency for the Doral location.

- Implemented and achieved 99% patching compliance on servers and pcs with WSUS and ManageEngine Desktop Central.
- Increased redundancy of infrastructure by implementing DHCP/DNS/Radius secondary services.
- Increased availability and Mitigated backup by implementing Veeam B&R on all servers.
- Increased visibility by implementing PRTG as monitoring solution with proactive alerts.
- Implemented ITIL and Security policies on the site.
- Achieved compliance to security by implementing Qualys vulnerability management to the internal and external servers.

Manager Infrastructure Engineering and Operations | Ingram Micro, Doral, FL

September 2017 – April 2019

Leader of a team of associates providing infrastructure and operation services for the 13 US locations generating 15 billion in revenue and around 7000+ associates, including business critical networks and data center services. Responsible for providing strategic direction and guidance on short/long-term growth and development.

- Archived technical excellence by reviewing technical design, assignments, scheduling, escalation, customer satisfaction, and quality performance.

- Evaluated Service level metrics for constant improvement.
- Analyzed budgets and spending trends and identified cost reduction opportunities.
- Increased stability of servers by upgrading to 2012/2016 with a common customized template.
- Mitigated risk of data loss and met compliance requirements at remote sites by leading project to Implemented a centralized Veeam enterprise backup solution.
- Orchestrated high and critical Incident calls making sure the best possible resolution.
- Researched, evaluated, and led the implementation of the best converged solution available to run out of our branch offices and ALC located in the US to improve the uptime/performance and reliability of servers.
- Saved 80K annually and increased redundancy and failover of remote sites by redesigning and implementing a hybrid setup with 1 mpls connection, 2 internet links and dual DMVPN connection, at the same time providing the grounds for future SDWAN implementation.
- Increased standardization levels by creating new policies for the new IT standards regarding compliance, procedures, maintenance, SOP, regulations and security.
- Modernized new VMS deployments by implementing a Windows 2016 approved template with VMware CLI for customization of cpu/memory/storage and AD onboarding reducing time of deployment from 45 minutes to 3 minutes.
- Decreased maintenance window times by implementation of Dell Open Manage enterprise to upgrade firmware and manage the chassis.
- Increased visibility by Optimizing SolarWinds monitoring across all US sites, including NetFlow and hardware health.
- Implemented IOC/NOC alerting standards for servers with levels of monitoring packages for all US sites.
- Achieved a 98% success of change management implementation by reviewing and Approving all RFC's for the Infrastructure team.

IS and Security Manager | Ingram Micro, Doral, FL

January 2011 – September 2017

Lead a team of 3 associates to manage projects and day to day IT operations and end user support for the offices in Doral and remote offices of Argentina, Peru and Colombia, with a combined total of 500 users.

- Led the IT and Security implementation of the new building located on 2000 nw 84th Ave with top leading technology in 2015 on a 130000 sq. building, including enterprise grade WIFI, MPLS Wan connectivity, Cat 6 connections to all building, main MDF and two IDF's connected via redundant fiber strands, 10 digital signage monitors with Crestron equipment, amplifiers, digital media players, polycom video conference equipment, speaker broadcasting, central APC 30KVA UPS, redundant Liebert HVAC systems.
- Implemented Cisco Voip on Miami location along with Network POE Switching upgrade, including creation of call flows and call center design.
- Implemented the infrastructure for the new Bogota Colombia remote branch office for 16 associates.
- Lead the implementation of the B2B connection with Apple Spare Parts projects for Miami and Colombia.
- Support of virtualization infrastructure in all countries with VMware ESX 5.0 and Vcenter.
- Managed day to day escalation of Incidents with ITIL methodology including level 1-3.
- Monitored SLA's for incidents and requests to achieve 98% uptime.
- Supervised Building security trough G4s, implementing security process, SOP and managing 6 guards, Alarm with over 200 points, Digital Surveillance with over 60 Cameras.
- Achieved Tapa certification for the Miami location.
- Achieved ISO 27001 certification for Miami, Argentina, Peru and Colombia.

Ecommerce Manager | Ingram Micro, Doral, FL

January 2009 – January 2011

Helped launch the updated ecommerce platform in the Miami, Central America and Caribbean territory

- Creation and monitoring of algorithms to assign and monitor pricing margins for select products.
- Archived %20 margin increase by implementing constrained and exclusive vendor lines pricing policies.
- Implementation of allocation program to increase profit and customer satisfaction.

- Provided full visibility of margins across the company by implementing a full set of dynamic reports.

Education

High School

Colegio Atanazio Lanz

Berazategui, Argentina

Certifications

Situational Leadership	Completed 2017
7 habits of highly effective people signature program	Completed 2013
ITIL foundations	Completed 2011
Emotional Intelligence (EQ)	Completed 2011
Finance for managers by Harvard Business School	Completed 2007
Project management by Franklin Covey	Completed 2005
Six Sigma Green Belt	Completed 2002