

## Informatic bachelor's degree

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<b>Nacionality:</b>	Mexican
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## Objectives

Be helpful with my experience, abilities, knowledge and personal competences in achiving goals for the enterprise and myself.

## Extract

Bachelor of Computer Science with a master's degree in information technology with more than 8 years of experience managing systems, value-added service (VAS) applications focused on telecommunications (3G / 4G). For the past 2 years I have held the position of MVNO Senior Operations Engineer managing and managing incidents in the operation in order to meet the KPIs necessary to guarantee customer service.

## Work Experience

### INFRASTRUCTURE ENGINEER

AZ Logica Colombia

Date: December 2019 to - Now

Interests: Internet Of Things

Principal Functions

- Ensure the proper functioning of the Computing Center, telecommunications, networks and infrastructure of the company.
- Ensure the correct execution of infrastructure and telecommunication projects within the established methodological standards.
- Provide the necessary resources for the company's business development

Applications Used:

- Amazon Web Services
- Microsoft Azure

ACN (Flash Mobile MVNO)

Date: October 2016 to April 2019

Interests: Telecommunications

Principal Functions

- Manage and track all customer ticketing and Support system to ensure daily operations.
- Act as Second Level Support & Escalation point to customer Care.
- Ensure and manage day to day operations supporting the mobile services.
- Propose operational performance of new capability and platforms, following a continuous service improvement process to drive future requirements for change.
- Responsible of working with MNO and MVNE to assure SLAs and measure KPIs.
- Ownership of key initiatives and projects, aimed at driving operational customer experience improvements.
- Asses risk to minimize service disruption.
- Work closely with ACN customer services team to ensure training of processes and procedures.
- Work hand in hand with MVNO Business Analyst to monitor and report mobile traffic.
- Responsible to design and delivery detailed documentation of business requirements.
- Ownership of the problem, Incident and change Management Operational Processes.
- System administration of the Operational Web Servers and Tools.

Applications Used:

- Linux / Windows
- Microsoft Office (Word, Power point, Excel)
- AWS Amazon Web Services
- Networks
- Database (RedShift, MySql, Postgress)
- Programming (Jsp, Shell Scripting, Php, Javascript)

Contact: Giancarlo Santini

Phone: +5215554548278

## NETWORK SYSTEMS ADMINISTRATOR – SPRINT ERICSSON

Date: September 2015 to October 2016

Interests: Telecommunications

Responsible for the coordination, management and execution of proactive and reactive maintenance activities that require a higher level of support than the one offered by the 1st Level Operations. This shall ensure that the services provided to customers are continuously available and performing to Service Level Agreement (SLA) performance levels.

Operational support of IBM Tivoli Netcool Omnibus systems. Also doing Oracle DB work related to network alarm trending.

Applications Used

- Linux / Windows
- Microsoft Office (Word, Power Point, Excel)
- IBM Tivoli Netcool Omnibus
- Oracle DB
- ITIL V3
- Aplicaciones Nativas del Cliente

Contact: Anagha Bajikar  
Linkedin: [linkedin.com/in/anagha-bajikar-5082154](https://www.linkedin.com/in/anagha-bajikar-5082154)

## 2ND LEVEL OPERATION - SERVICES ENGINEER (VAS) ERICSSON

ERICSSON Servicios Administrativos Mexico  
Date: February 2012 to September 2015  
Interests: Telecommunications

Responsible for the coordination, management and execution of proactive and reactive maintenance activities that require a higher level of support than the one offered by the 1st Level Operations. This shall ensure that the services provided to customers are continuously available and performing to Service Level Agreement (SLA) performance levels.

Manage the Ericsson VAS area within the service domain of our clients; this includes:

- Troubleshoot of VAS nodes like: SMSC, Provisioning Gateway, Terminal Servers, NTPs, Voicemail, USSD, MSP, MPS, Portability ECE, etc;
- Administrate and monitoring of VAS;
- Management and implementation of new automatic scripts;
- Verify and support implementation of configuration changes at the request of the customer or when is needed for performance reasons;
- Impact analysis for standard/emergency changes;
- Coordinate and work together with other teams such as: 3rd line of support, Engineering, R&D;
- Provide work instructions and improvements of the processes;
- Actively participate and contribute in the problem management process when necessary;
- Cover 24x7 On Call duty on request to support the 1st level assurance teams.

Applications Used:

- Linux / Windows / OPENVMS
- Microsoft Office (Word, Power point, Excel)
- AWS Amazon Web Services
- Redes
- ITIL V3
- Bases de datos (MySql, Postgress)
- Programación (Shell Scripting, Java, php, JSP)
- Aplicaciones nativas de los clientes.

Contact: Arturo Pabon Phone: Phone: +525511030789

## GNOC RFSA MÉXICO TIER I (ERICSSON) SPRINT PROJECT

ERICSSON  
Date: Aug 2011 to January 2012  
Interests: Telecommunications

Responsible for the coordination, management and execution of proactive and reactive maintenance activities that require a higher level of support than the one offered by the 1st Level Operations. This shall ensure that the services provided to customers are continuously available and performing to Service Level Agreement (SLA) performance levels.

Sprint network alarm monitoring. Report and monitor technical problems in BTS's. Technologies: \* Samsung  
\* Motorola (iden) \* Alu \* Nortel Problems such as: CDMA / EVDO (Zero Call Attempts, Drop Calls, Block  
Calls) Also collaborate with the appropriate fix agency (LRF, Field Ops, ASA, BME) to solve problems

Contact: Gabriel Samaniego

Phone: +525511030463

#### FOTOGRAFIC CENTER LABS (TULANCINGO)

Date: June 2009 to Aug 2011

Interests: Particular Commerce

Position: technical support/server

Technical support, installation and network maintenance

Applications Used:

- Windows
- Microsoft Office
- Networking

Contact: María de la Luz Barrios

Phone: +527757554171

#### IIBE GAMES (CASINO MACHINES GAME)

Date: december 2008 – june 2009

Interests: Casino Games

Position: Technical support/server

Technical support, installation and network maintenance

Develop technical support functions, as well as corrective and preventive maintenance functions in  
casino gaming machines. Performance assurance of Unix / Linux servers.

Applications Used:

- Windows
- Microsoft Office
- Redes

#### IEE (INSTITUTO ELECTORAL ESTATAL) HIDALGO

Date: November 2007 to February 2008

Interests: TV and Radio

Position: Programmer (Visual Basic & electoral assitant)

Application Development in VB6.0 to monitor radio and tv spots in hidalgo

Contact: C. Edgar Escamilla Gutierrez

Phone: 01(771)7170207

Applications Used:

- Windows
- Microsoft Office
- Programming (Visual Basic 6.0, Microsoft Access)

## FREELANCE SERVICES

Date: June 2010 to Now

Activities: Design, develop and hosting webpages, portals, content drivers, blogs, host and domains sales, graphic design.

Working with WHM and CPANEL since 2010

Working with aws.amazon.com EC1 Servers

### Applications Used

- Linux / Windows
- AWS Amazon Web Services
- Microsoft Office
- CPanel / WHM
- CMS (Wordpress, Joomla, drupal)
- Programming (PHP, MYSQL, JSP, JavaScript)

<http://www.itsmartservices.mx>

## Academic Formation

ALFONSO CRAVIOTO HIGHSCHOOL

From: 1997 – 2000

Highschool certificate

Tulancingo de Bravo, Hgo.

INSTITUTO TECNOLÓGICO LATINOAMERICANO

From: September 2002 – December 2005 Degree in administrative informatics.

Pachuca de Soto, Hgo.

INSTITUTO TECNOLÓGICO LATINOAMERICANO

From: January 2007 – December 2008

Master in Information technology

Pachuca de Soto, Hgo.

## Languages

Spanish (Native)

English (intermediate)

Portuguese (basic / intermediate)

## Extras

### LINUX COURSE

Universidad Tecnológica de tulancingo

Date: May 25th to March 18th 2006

### CONFERENCE “DE LO VIRAL A LO ENFERMIZO: ASPECTOS DE LA MERCADOTECNIA”

Universidad Tecnológica de tulancingo

Date: april 26th 2007

### SECOND NATIONAL CONGRESS: LEGALIDAD E INFORMÁTICA JURÍDICA.

Government secretary Mexico City, DF.

Date: October 4th and 5th 2005

#### SECURITY IN TECHNOLOGY ABOUT INFORMATION SEMMINARY ISO 27001

Universidad Iberoamericana (Santa Fe)

Date: May 29th to July 5th 2007

#### CONFERENCE – TALLER DATA WARE HOUSE & NEGOCIOS INTELIGENTES (BI)

Universidad Iberoamericana (Santa Fe)

Date: 27th and 28th August 2007

#### CONFERENCE – FACTORES REALES DE LA ELECCION DEL CABLEADO PARA CENTROS DE DATOS

Universidad Iberoamericana (Santa Fe)

Date: March 26th 2008

#### ORACLE DBA COURSE

- Oracle Database 12c: Introduction to SQL
- Oracle Database 11g: Administration Workshop I Ed 2
- Oracle Database 11g: Administration Workshop II Ed 2 PRV
- Oracle Database: Program with PL/SQL Ed 1 (CS)
- Oracle Database 11g: Performance Tuning Ed 2

Location: Global knowledge México

Date: October 2014 to January 2015

## CERTIFICATION

#### ETHICAL HACKING V8 CERTIFICATION (CERTIFIED)

Location: Intersoftware Mexico (WTC Mexico)

Certification Number: **ECC46846601197**

March 2015 – March 2018

#### AWS Certified Solutions Architect - Associate

Location: <https://www.aws.training/Certification>

Certification Number: **ZSL3JDPC3E4Q1MSF**

June 2020 – June 2023