FERNANDO RAUL BANTA



29 years old (Single)
ID: 35.323.043
Campos Salles 2021; 2nd Floor Dpmt 4 (1429), Nuñez
Capital Federal, Argentina
Phone#: 1531809490 / // E-Mail: ferbanta@hotmail.com

Working experience:

2015 – Current **Ernst & Young (Technology)**

Job: Cisco Telephony & Skype Senior technician

Description:
Dispatching and resolution of Incidents/Service requests via ServiceNow.
Gateway configuration and changes.
Configuration of special features like hunt groups/call pickup groups.
Supporting local Onsite Services and centralized Remote Services organizations
Surface Hub configurations.
Polycom support.
SFB Control Panel administration.

2013 – 2015 **Ernst & Young (Technology)**

Job: Event monitoring agent:

Description:
Event monitoring using HP BSM Operations Management.
Diagnostic and resolution of incidents regarding mailing servers working under Lotus Domino.
Remote controlling servers in order to perform Disk space cleanup, report errors, monitor log entries, check battery failures and such.
Creation and distribution of incidents, workload management and escalation to different work groups if necessary.
Effective documentation of performed troubleshooting depending each incident.

2011 – 2013 **Hewlett Packard (Technology)**

Job: Data base administrator for CIGNA

Description:
Assistance for Customers Migrating to a New FTP Connection.
Dispatching and ticket resolution on WebBased tool
Daily tasks reporting and process documentation.
Remote access support.
Email dispatching for team Mailbox.
Analysis and support of multiple connections (SFTP, FTP, AS2, VPN)
Analysis and support of multiple encryption formats (PGP, SSH)

Education and Certification

2005– 2008 **Bachelor of Technology Degree (Graduated High school)**
E.E.T N2 Ceferino Namucura (Argentina)
Area: Computer Technology
Grade average: 8

2008– 2008 **PC Repair and Assembly**
Fundación Unión de Centros Educativos (FUCE)
Detail: General Hardware and Software training

2013– 2013 **ITIL Foundations**
Ernest and Young
Detail: Best practices for IT service management

2014– 2014 **Splunk 6.X Fundamentals**
Ernest and Young
Detail: Big data monitoring & analytics.

Skills

Languages
English: High knowledge - Bilingual
Spanish: High knowledge - Native Language

Technology
Data base: Access - Intermediate.
Programing: Visual Basic - Intermediate.
Networking/Telephony: Hubs / Switches / Routers - Intermediate.
Email Exchange - Intermediate
SQL - Basic
Windows (NT/XP/Vista/Windows 7/Windows 10)
Microsoft Office - Intermediate
Powershell - Basic