

Luisina Mattioli

Details

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Languages

Spanish

English

Profile

I'm eager to apply my technical and soft skills in order to have a successful career as an IT Specialist, with an employer that is offering opportunities for professional development.

With a genuine curiosity for new technologies, I started working in IT 4 years ago, when I began studying for the CCNA certification.

I show drive and commitment on my daily job and I'm always willing to take on new challenges as a learning opportunity.

Employment History

Infrastructure Support, JPMorgan Chase & Co., Buenos Aires
NOVEMBER 2020 — PRESENT

I work at the GNOC team, providing technical and operations support for the Global Network which supports the firm's various Lines of Businesses.

Network operations, EY, Buenos Aires
SEPTEMBER 2017 — SEPTEMBER 2020

Monitor and support all network connectivity issues and provide restoration within the SLA.

- Network configuration changes (IOS upgrades, QoS fine-tuning, planned vendor maintenances, RMAs)
- Cisco routers, core and access switches, Cisco wireless infrastructure (WLC, Access Points, Cisco Prime, Cisco ISE, Meraki) and Riverbed's WAN Optimization Controllers.
- Troubleshooting routing protocols issues, circuit issues, working with vendors.
- Monitoring and management tools (Splunk, CAPC, NetBrain, CA Network Flow Analysis).
- ServiceNow ticketing tool.
- Versa SD-WAN design & implementation - Deployed SD WAN technologies in multiple branch offices

Telephony support, EY, Buenos Aires
AUGUST 2015 — SEPTEMBER 2017

- Voice GW configuration (dial-peers, media resources, E1/T1 interfaces, digit manipulation, VGW configuration, etc)
- Cisco Call Manager, Voice Gateways Administration and Alert troubleshooting.
- Telephony users provisioning through Cisco Unified Call Manager.

IT Service Desk, EY, Buenos Aires
NOVEMBER 2013 — AUGUST 2015

Provide IT support for EY employees and train new hires

Inside Sales Representative, VMware, Buenos Aires
MARCH 2011 — NOVEMBER 2011

Working with VMWare partners on closing new business opportunities

Marketing Contact Center, Avaya, Buenos Aires
JULY 2009 — FEBRUARY 2011

Marketing contact center team leader and trainer.

Courses

CCNP ENCOR, INE Network
2020 — PRESENT

CCNA, Proydesa
2015 — 2016

ITIL® Foundation Certificate in IT Service Management, Axelos
2015 — 2015