

# Résumé of Sebastián Javier Galiano

## Personal Details:

Surname: Galiano

First Names: Sebastián Javier

Place of Birth: Rosario, Santa Fe, Argentina

Date of Birth: 29th April, 1983

Marital Status: married

Nationality: Argentine

Address: Maipu 1212 - 7º "A" – 2000 – Rosario – Santa Fe

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## Professional Objective:

I have 12+ years of experience in the IT industry, providing services as Project Manager, Technical Support, Security Analyst and consultant.

My goal is to continuously grow in an IT-Based company, improving my skills and developing a strong team of Managed Shared Services Infrastructure Support.

Specialties: IT Project Management, Leadership, Team Management, Shared Service Infrastructure Support projects. Contracts Negotiation, Team Building, Financial Forecasting and Budget, Delivery of IT Services, Goal Oriented, Cloud Computing, Networking, SLAs.

## Professional Experience:

**Frontline Manager**
Avature | Alvear 1670 Piso 5 – Rosario, Argentina.
January 2020 – Present

- Project Management
- Delivery 7*24 to all internal teams in the company
- Continuous improvements in processes on the team
- Human Resource Management
- Leadership and team building
- Implement, monitor and comply with company programs/ initiatives
- Reporting

**Engineering Project Manager**
Avature | Alvear 1670 Piso 5 – Rosario, Argentina.
June 2016 – January 2020

- Project Management
- Delivery 7*24 to all internal teams in the company
- Building internal processes based on ITIL v3 best practices
- Continuous improvements in processes
- Scope and Risk Management
- Human Resource Management
- Leadership and team building
- Implement, monitor and comply with company programs/ initiatives
- Reporting

**Information Security Analyst**
Globant | GIST team | Alvear 1670 Piso 10 – Rosario, Argentina.
April 2015 – May 2016

- Risk and Assets Analysis
- ISO 27001 – Policies, Awareness and Technical Solutions
- Internal compliance audits – ISO 27001 and SOX
- Security Exceptions and Policies Control

**Project Manager**
Globant | CC&I Studio | Alvear 1670 Piso 10 – Rosario, Argentina.
March 2014 – March 2015

- Operations Lead Of Cloud Operations team for Scripps Networks client
- In charge of Level 1 and Level 2 support of all Cloud services for Scripps Networks
- Implementation of Zendesk ticketing tool for Cloud services support
- Continuous participation in processes of improvements in 7*24 support
- Scope and Risk Management
- Leadership and team building

- Identify developmental/career opportunities to ensure staff retention
- Reporting
- Full P&L responsibility that includes forecasting, budgeting, labor hours, business risk analysis and weekly/monthly reporting
- ITIL v3 best practices

**Project Manager**
Globant | NOC 7*24 for all clients | Alvear 1670 Piso 10 – Rosario, Argentina.
March 2014 – March 2015

- Project Management
- In charge of Level 1 support of more than 40 projects
- Scope and Risk Management
- Human Resource Management
- Client Relationship Management
- Business Development
- Leadership and team building
- Identify developmental/career opportunities to ensure staff retention
- Reporting
- Full P&L responsibility that includes forecasting, budgeting, labor hours, business risk analysis and weekly/monthly reporting
- Implement, monitor and comply with company programs/ initiatives
- Work with integration teams to develop cross business opportunities
- ITIL v3 best practices
- Financial analysis
- Accounts farming
- Accounts hunting
- Presales
- Staffing

**Project Manager**
Globant | CC&I Studio | Alvear 1670 Piso 10 – Rosario, Argentina.
April 2012 – October 2014

- Assigned to more than 20 projects
- Project Management
- Scope and Risk Management
- Human Resource Management
- Client Relationship Management
- Business Development
- Leadership and team building
- Identify developmental/career opportunities to ensure staff retention
- Reporting
- Full P&L responsibility that includes forecasting, budgeting, labor hours, business risk analysis and weekly/monthly reporting
- Implement, monitor and comply with company programs/ initiatives
- Work with integration teams to develop cross business opportunities
- ITIL v3 best practices

- Financial analysis
- Accounts farming
- Accounts hunting
- Presales
- Staffing

**Globalization Systems Support**
Globant | CC&I Studio | Alvear 1670 Piso 10 – Rosario, Argentina.
April 2009 – April 2012

- Technical Lead of Globalization Systems Support Team ( working at Globalization and Marketing Departments for companies like VMware, NetApp and Ontram)
- CAT tools support
- SDL TMS support (L2 and L3)
- Multiterm Support
- TermWeb Support
- Ontram+ Support
- Document Management
- Reporting
- Sharepoint Support
- Training on all of these tools for different Vendors on these companies
- Project Management at different Globalization Projects of more than 1 million of words.

**System Administrator Analyst**
Globant | CC&I Studio | Alvear 1670 Piso 10 – Rosario, Argentina.
January 2009 – March 2012

- Semi Senior System Administrator Analyst, member of the Managed Team Services Support for all over the world (Linux, Microsoft, Netwoking, Databases, Security).

**Infrastructure Support**
Openware | Francia 889 – Rosario, Argentina.
January 2008 – January 2009

- Responsible of Vulnerability Assessment Management for clients all over the world, including the Randstad Group Companies.
- Member of the Managed Services Team of Infrastructure Support (Linux, Microsoft, Netwoking, Databases, Security).

## Education:

2001 – Present **University:** UNR – FCEIA Rosario, Argentina.

- Bachelor Degree in Science Computer. 27/30 complete. Average of 8,50.
- "Bachelor in exact sciences". Average of: 9,00.

1996 – 2000 **High School:** *Escuela Superior de Comercio.* Rosario, Argentina.

- "High School Diploma in comercial sciences", average of 8,03.

1991 – 1995 **Primary School:** *Colegio Verbo Encarnado* Rosario, Argentina.

## Additional Qualifications:

### *Languages:*

- Native speaker of Spanish.
- Good Speaking and writing skills in English.
- Approved ECCE examination at Michigan University

### *Computer Skills:*

- Solaris SUN administration. Oracle Database Administrator, Operating Systems Support, POO programming, Scripting, Java, C/C++, Mysql, TCP/IP, Citrix, IPCOP, Iptables, VPN IPsec, Bash, Sed, AWK.

## References:

Jose Di Rienzo - Project Manager – Globant – Mobile Phone: +54 (011) 153-8134682

Fernando Rodriguez – Program Manager – Globant – Mobile Phone: +54 (011) 155-8579439

Nelson Fernandez – Security Analyst – Globant – Mobile Phone: +54 (011) 155-0195367

Javier Rodriguez – Delivery Director – Globant – Mobile Phone: +54 (011) 153-6993704