Curriculum Vitae



PERSONAL DATA

Name: Diego Oscar Zapata
Birth date: February 15, 1988
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EDUCATION

2000 – 2005	Secondary school: Bachelor's degree - Instituto Nuestra Señora de Luján. Av. Jujuy 2179, Ciudad Autónoma de Buenos Aires.
2006	University: CBC for career Public English Traslator - UBA, CBC Montes de Oca, Ciudad Autónoma de Buenos Aires.
2011 – 2014	Terciary: Advanced Systems Administration Technician, Cámara Argentina de Comercio (Final average: 8,05). Rivadavia 970. Ciudad Autónoma de Buenos Aires Phone: 54-11-5300-9000.

COURSES AND SEMINARS

2003	PC Operator, Windows 98 / 2000 / XP. Microsoft Office: Word, Excel, Access, PowerPoint.
2004	Graphic Design, Corel Draw
2007	English Intermediate / Advance. Cambridge Institute, Tucumán 1483, Ciudad Autónoma de Buenos Aires.
2008	Assemble, fix and repair of PCs. IAC (Instituto Argentino de Computación). Viamonte 1612, Ciudad Autónoma de Buenos Aires. Phone: +54 11-5811-3151
2009 – 2010	Network Administrator. IAC (Instituto Argentino de Computación), Viamonte 1612. Ciudad Autónoma de Bueno Aires. Phone: +54 11-5811-3151

WORKING EXPERIENCE

February 2020 - Present

McKinsey & Company. Leandro N. Alem 855, Ciudad Autónoma de Buenos Aires. Tel.: +54 11 5776-3000.

Senior Office IT Solution Advisor

IT Leader of the Buenos Aires Office, McKinsey Argentina.

- Stock-inventory management of IT purchases.
- Event management. Technical proposals for events all over LatAm.
- VIP customer-related support.
- IT cost center management.
- Preparation and monitoring of IT budget.
- Projects Management (Infrastructure, Facilities, Software, etc.)
- Contact with Vendors-Suppliers (SLA, Invoices, found new technologies, etc.)
- Windows Server Administration (2008 R2, 2012 and 2016)
- Computers Image management through Windows Next imaging.

August 2018 – February 2020

Atos Argentina. Virrey Liniers 2250, Ciudad Autónoma de Buenos Aires. Tel.: +54 11 5193-5690.

Application Industrializer

Application support, incident resolution and preventive maintenance.

Implementations in pre-production and production environments.

Linux Operative Systems : SUSE, Oracle Linux.

LAMP applications (Linux - Apache - MySQL - PHP)

Unix Operative Systems: AIX, Solaris.

Unix Applications: Oracle – Glassfish – SunOne

Windows Applications - SQL Server

Modification and execution of shell scripts. Logs analyzer.

Management and monitoring of changes and new requirements.

Noviembre 2017 - Agosto 2018

IAFIS Argentina. Juan Bautista Alberdi 431, Olivos, Provincia de Buenos Aires. Tel.: +54 11 5533-5450.

Technical Support Engineer

IAFIS Argentina: Direct representative of SAGEM GROUP biometrics, defense, aerospace and aviation systems.

Technical Specialist in biometrics and security for government institutions, both for criminal and civil systems.

Hardware and Software Implementations with UNIX/LINUX: AIX, Linux RHEL, CentO.S. and Windows Server systems, administration, configuration.

Implementations and scripting in shell and Python.

Database management: Versant, Oracle and Microsoft SQL Server: Queries, re-sizing of bases. Implementation, maintenance and tuning.

Infrastructure Management: networks based on HP technology, IBM and HP servers, production applications based on Oracle services, Apache, Java, among other engines components of the systems.

August 2014 – November 2017

Meta4 Austral. Avenida Paseo Colón 505, Ciudad Autónoma de Buenos Aires. Tel.: +54 11-5166-9000.

Technological Consultant

Installation, assembly and administration of all Meta4 products (3-layer architecture: Web Services, Application Servers, Data Base).

Administration Windows Server 2003, 2008, 2008 R2 Operating Systems

Administration of LINUX Operating Systems (DEBIAN distribution).

Implementation and administration of Pandora FMS and Nagios monitoring systems.

Management of Data Base Systems: Oracle (10g / 11g) and Microsoft SQL Server (2008 and 2012).

Web Servers Installation and Administration: IIS (Internet Information Services) 6.0 / 7.0 (creation, maintenance and publication of sites), JavaRun. Apache and Tomcat.

Juniper Firewall Management SSG-140 (ScreenO.S): policy creation, configuration of NAT / PAT rules (MIP / VIP).

Generation and constant maintenance of manuals, instructions and documentation.

November 2013 – August 2014

3ntropy Technologies S.A. Avenida del Campo 1301, Ciudad Autónoma de Buenos Aires. Tel.: +54 11-5236-8001.

NOC Analyst.

In the Infrastructure Management Network team, providing service to **Level 3 Communications** managing the integrated network of LATAM **Arcos Dorados S.A.**

Layer 2 and Layer 3 equipment management (Cisco, Juniper)

Cisco, CUCM, UCCX telephone software management

Level 1 and 2 support for error detection (Troubleshooting)

Creation of security policies in firewall (Juniper - S.O. Junos SRX)

Implementation and configuration of new equipment and network technologies (Cisco Routers / Switches / APs, Juniper Firewalls).

July 2011 – November 2013

Celusal (Industrias Químicas y Mineras Timbó S.A.), Esmeralda 288, Ciudad Autónoma de Buenos Aires. Phone: 54-11-4326-4511

Servers and Networking Administrator.

Routers and Switches configuration: Cisco / D-Link / Linksys. Networking, Domain Controllers Active Directory administration in Windows Server NT 2000, 2003, 2008 and 2008 R2, creating and deleting user accounts. Domain Security Policy. Domain Controller Security Policy. Domains Replication, Sites and Services. Group Policies Management. DHCP y DNS Servers. File Servers (quota, policies, rights and permissions), Storage and Share Management. Application Servers.

Antivirus and firewall configuration: ESET SmartSecurity, rules and console management.

Mail Server administrator (Ice Warp Merak Mail Server), IMAP / POP (migrating to Exchange Server), creating and deleting user accounts, rules, mailing lists, groups.

Print Server (Smart Device Monitor for Admin, Ricoh).

Virtualization: VMWare (Player and Workstation), Hyper-V, Oracle VM VirtualBox.

SQL Server 2005 / 2008: creation of logins, configuration, administration, managing and maintenance. Queries.

Generating and solving of incidents, tickets with web application “Spiceworks”.

September 2009 – July 2011

Teleperformance S.A., Carlos Pellegrini 887. Ciudad Autónoma de Buenos Aires. Phone.: +54 11-5555-3000

IT Desktop Support Technician, Level 2.

Solving tickets / incidents at CRM platform, moving equimpents.

Active Directory management at Teleperformance USA Servers (creating and deleting user accounts, groups OUs, Group of Policies, Security policies).

Systems: ECRM, CCMS, SAP. Server’s configuration, routers, switches, proxy / firewall configuration, TCP/IP protocol, network maintenance. On-Site / remote tech support. VPN configuration.

Grupo Clarín: Gestión Compartida (Teleperformance Outsourcing accounts), Chile 760, Ciudad Autónoma de Buenos Aires. Tel.: 54-11-4370-5000

Help Desk and On Site support.

Tasks / systems: Siap, SAP, Waldbott, Sistema María. Inventaries. PCs repairing, printers, scanners, moving equipments, software updates, deployments, antivirus and firewall Trend Micro, software and application configurations. Telephone attention, onsite and remote to users.

July 2009 – Septiembre 2009

Estudio Jurídico Alzogaray & Asociados. Av. Pte. Perón 3193, Valentín Alsina, Lanús Oeste. Phone: +54 11 4209-3967 / +54 11 4218-6244. Ref. Roque Mona: +54 9 11-5150-2580.

Technical Support.

Local / wireless network maintenance.

Claims to insurance companies, confection of casualty reports.

May 2008 – July 2009	Estudio Santamarina S.A. Av. Córdoba 1351, P. 7º Tel.: +54 11 4813-3430 ext. 149.Ref.: Dr. Guillermo Argerich: +54 9 11 6510-5242. *Administrative Billing - Data Entry* General office duties
June 2006 – December 2006	Estudio Barattero. Calle 34 880 5 Piso 5 Depto. "B". La Plata. Phone: +54 221 421-5526. Ref. Mario Machado: +54 11 5126-5997. ***Administrative Employee - Data Entry***.
Septiember 2005 – November 2005	SO.N.A Logística, Clemente Onelli 2767, Beccar, San Isidro Tel.: +54 11 4103-1144 ***School administration internship*** Quality control, order billing, data entry in Microsoft Access 2003, and general office duties.

ASPIRATIONS

Acquire necessary training and formation in order to achieve successful performance of assigned tasks.