Nationality:
Argentina

Date of Birth:
July 10th 1973

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Norma Alicia Valenzuela

System Information Engineer

Universidad Tecnológica Nacional – FRBA
Date: March 1999

Summary:

- Result driven manager with more than 15years of experience in Global Companies as Project Manager and IT Auditor and Security specialist with 2 years of abroad Consulting experience in USA.
- Expert in leading Telecommunications project and transformational management to improve business operations through the process improvement methods, tools, and technologies.

Strenghts:

- Flexibility and proactivity to learn.
- Willingness to cope with stressful situations.
- Very good facilitator and communicator.

Profesional Objetive:

- Lead people and teams on technical and / or non-technical projects.
- Develop the most of my management skills through training on-the-job, the accumulation of experiences, and the extent of my formal studies

Core Competencies:

Process Improvement	Project Management
SOX Compliance	Information Technology
IT Audits	Leadership & Training
ISO 27001	IT Quality and Standards

Professional Experience

Since: 2017 – Current
Rol:

IMR & Asociados
Manager
Leading project for SOX IT, IT and Business process implementations for Pampa Energy (Ex Petrobras), MetroGAS, YPF, Chubb, Consorcio Gestion Puerto de Bahia Blanca, Tecpetrol.

Since: 2012 – 2017
Rol:

Level3 Communications - Argentina
Project Manager – Network Planning & Implementation

Main Responsability:

Project management of strategic projects Level3 in America (LATAM) such as new Fiber Optic deployment areal and underground and corresponding support technology. Creation and startup of new technologies and / or services of the company.

Main tasks:

Suppliers evaluation, project scheduling, progress monitoring and reporting, meetings progress, risk management and problems resolutions.

Her tasks currently required to generate and maintain good relationships, understanding business processes and committed dates with Level3 customers; ability to negotiate and strong communication skills between the various areas of the company to achieve the objective.

Main Projects:

New Expansion: Ecuador - 170 km new FO deployment, setting upt 3 new nodes for future growth

New Technologies: Perú – New services with new Capacity from the implementation of a new equipment in the network. First time time in the

Region.

Achievements

Expansions: decreased failures and incidents in critical areas, higher capacity links and decreased maintenance costs

New Technologies: decreased rental costs, deploy new network in accordance with the latest standards for telecommunications.

Since: 2009 – 2012
Rol: **Global Crossing Argentina S.A. (now Level3)**
IT Security and Audit Leader

Main Responsability:

Compliance with SOX and Audit framework from a regional security role.

Main tasks: Monitoring the security level in the network, applications and processes, implementing improvements when it is need.

Policy and standards development for physical and logical security in all Systems and applications.

Monitor compliance with procedures and policies of regional and global.

Main Functions: *Information Security*

Manage and control security systems, platforms and applications in the region.
Handle IT access for New Hire, Terminated and Transferred users.
Antivirus systems management and implementation and monitoring of security patches.
Interact with other IT areas to implement security policies.
Maintain physical security of the network and datacenter
Identify new risk or vulnerabilities interacting with the rest of the business areas.
Provide Support to the rest of the organization over security matters.
Act as 3r resolution level for HelpDesk Incidents Requests.
Collaborate with the design and contingency planning and disaster recovery.

Auditing

Monitor compliance with regional and global policies and procedures (SOX, ISO9001, ISO 27001,etc).

Maintaining the relationship with consultants and external auditors.

Implement audit actions using spontaneous controls and planned events.

Achievements

- Successfully corporate and SOX audits.
- Improvements in the users attention helpdesk processes.
- Improved control and monitoring of anti-virus patches.
- Excellent relationship with the internal areas and key business areas
- Compliance with goals and objectives set annually which resulted in awards for their achievements.

Other Professional Experience

Since: 2004 – 2009
Role: **Ernst & Young**
IT Risk and Advisory Senior Consultant

Main Responsibility: My experience has led me to lead different teams and get involved in issues related to project management, preparation of reports and proposals, as well as in the continued development of relationships with senior representatives of the different companies.

I have participated in transferred programs in 2006 and 2007 with Ernst & Young - Dallas office, performing many tasks such as IT general controls reviews and consulting projects. This transferred experience gave me the

opportunity to interact with international multidisciplinary teams in the financial and health industry in USA.

Main Task:

- To lead, plan, evaluate and execute tasks to implement the overall audit methodology in general controls review of systems.
- Manage budgets work hours and tasks.
- Identify needs additional billing for work not budgeted
- Identify business opportunities.
- Maintain contact with senior representatives of the different companies.
- Prepare Reports and commercial proposals.

Projects:

Security and Technology Solutions

- Review the security settings in PeopleSoft (HRMS, FI), JDE and Oracle Financials analyzing and suggesting improvements in them.
- Review of security settings in SAP and restrictions over modules FI, MM y PP.

Review of Security Settings

- Review of logical security on multiple platforms such as: Windows 2003, HP-UX, Sun Solaris, AS-400, SQL 2000 and Oracle.

IT Audits

- Review on implementation of the Circular "A" - "4609".
- Attendance and evaluation of planned controls, semi-scheduled and / or manuals on application systems.
- Projects related to Sarbanes Oxley Act certification (documentation and review processes, remediation plan, tests of control and Internal Audit and External).

Trainning and Research

- Participated as an instructor, teaching the following courses within Ernst and Young: Electronic Documentation Tool, Analysis of profiles and access through security tables in Oracle Financials and Peoplesoft - safety regulations.
- Participated in adapting the portfolio of services as a member of Business Development (Business Development Team).

Achievements:

- Successful implementation of concurrent projects both nationally and internationally.
- Excellent relationship with each client.
- Compliance with goals and objectives set annually which resulted in several promotions throughout career.

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Customers:

Here are some customers whom I served:
Automotive: General Motors Chile
Financial/Insurance Institutions: Nuevo Banco de Santa Fe, Banco de Córdoba, Banco de Entre Rios, Banco de San Juan, Banco de Santa Cruz, B.C.R.A., Prudential Seguros.
Mining: Minera Alumbrera LTD (Catamarca), Barrick (San Juan).
Other Industries: Bayer,Isenbeck, Ternium, Nidera, Shell, Impsat, Aluflex, Decker,Ultrapetrol.

Since 2003 – 2004 **BDO Argentina**

Role: IT Audit Senior

Main Responsability: Leadership in security and Audit projects

Main Task

Security and Technology Solutions

- Business processes review (including the respective application systems) focusing on aspects of information security and internal control. Disaster Recovery Tests.

Review of Security Settings

- Review of logical security on multiple platforms such as: Windows 2003, HP-UX, Sun Solaris, AS-400, SQL 2000 and Oracle.

Training and Research

- Drive and intervened in the generation of the Information Security Newsletter Practice Process Advisory Computer BDO. .

Since: 2002 – 2003 **Disco S.A.**

Role: IT Security Senior Analyst

Main Responsibility:	Application Administrator from the security and audit point of view.
Main Task:	○ Establish, maintain and publicize security policies and procedures. Managing change control systems and procedures to move changes between productions and test environments. Manage contact with security vendors. Receive and respond to internal or external audits. Creating security metrics.
Projects:	*Security and Technology Solutions* ○ Definition of guidelines and security features to Microsoft Biztalk Server. ○ Definition of guidelines and security features in Peoplesoft HR module. ○ Review of general controls, identifying security risks in JDE – OneWorld. ○ Evaluation and implementation of logical security, defining access profiles, setting rules in Microsoft Operations Manager (MOM). ○ Definition of guidelines and safety features in the line of boxes - POS / NCR (Invel) and its subsequent operation and implementation.

Languages:

English. Advanced.
Spanish. Native speaker

Other Knowledges:

PMP – PM Value – 2016 – pending certification.
ITIL – Foundations Introduction – IT College - 2011
Evaluation of Investment Projects – Global Crossing – 2011
Legal Information Security – ISEC - 2011