Cristian David Ciceri

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Employment History

Educ.ar Sociedad del Estado – (educar.gob.ar)

Coordinador de Gestión Técnica y Operaciones

Technical and IT Operations Manager
Jan 2013 – Present
Argentina

Tasks and responsibilities

- Lead and coordinate the human and technical resources in charge to reach organizational goals.
- Define, enforce and control operational policies of the teams in charge.
- Manage the deploy, operation and maintenance of technological services. Ensure their proper functioning and optimization.
- Assist to internal clients in requests analysis. Design technical solutions.
- Manage continuous improvement processes.

Key Achievements

- Implemented a Media Asset Management system for Encuentro, Pakapaka and Deportv TV channels, integrating several complex computing and storage solutions.
- Implemented several high concurrency government web sites and Learning Management systems for the Ministry of Education of Argentina and related agencies (INFoD / INET), including Portal Educar (www.educ.ar) and Postitulos INFoD (infod.educacion.gob.ar/cursos).
- Implemented service migrations from and to cloud infrastructure (Microsoft Azure).
- Implemented VMware vSAN Hyper-Converged infrastructure in two sites (24 nodes) and led the service migration from Open Source (Proxmox VE) and MS Hyper-V.

Professional References

- Iñigo Berazadi (inigoberazadi@cpse.gob.ar) – Coordinador Técnico Sistema Federal de Medios y Contenidos Públicos.
- Gabriela Asinsten (gabriela.asinsten@infd.edu.ar) – Coordinador Área TIC Instituto Nacional de Formación Docente (INFoD).

Líder técnico de Operaciones

IT Operations Lead
Sep 2010 – Jan 2013
Argentina

Tasks and responsibilities

- Analyze and design technological services.
- Deploy, operate and maintain complex technological solutions, involving networking, storage and computing resources in public and private clouds.
- Investigate new technologies and assist to the continuous improvement processes.
- Ensure the proper functioning of technological services.
- System monitoring, task automation and escalated issues diagnosis and troubleshooting.
- Backup and restore system deploy and operation.
- Generate and maintain technical documentation.

Experience working with:

- Platforms: GNU/Linux Debian and MS Windows Server 2008, 2012 y 2016.
- Virtualization: Proxmox VE, HyperV and VMware.
- Cloud: MS Azure.
- Monitoring: Nagios Core.
- Web Applications: Nginx, Apache and Tomcat. Varnish Cache. Laravel (PHP) and NodeJS.
- SQL DBs: PostgreSQL, MySQL/MariaDB, MS SQL Server 2008, 2012, 2014 y 2016.
- NoSQL DBs: Redis, MongoDB y CouchDB.
- Storage: Dell EMC (VNX, Unity y Isilon), Harmonic MediaGrid, NetApp y HP MSA.
- Networking: PfSense (IP filtering, routing y NAT). IPtables. Deploy and configuration of Cisco, Juniper, Dell y HP switchs (VLANS, trunking y and virtual stacking). OpenVPN deploy and configuration.

Praxis EMR – (http://www.praxisemr.com/)

Technical Support Manager

Oct 2009 – Sep 2010
Argentina

Tasks and responsibilities

- Coordinate the human resources in charge.
- Manage the diagnosis and resolution of technical issues.
- Assist to external clients in requests analysis

Professional Reference: Maximiliano Mazzera (mmazzera@gmail.com) – Technical Support Supervisor

Technical Support Specialist

Sep 2008 – Oct 2009
Argentina

Tasks and responsibilities

- Application support.
- Diagnosis and resolution of Tier3 and Tier 4 technical issues.
- MS Windows Server 2003 and 2008 deploy and configuration.
- MS SQL Server 2005/2008 and Oracle 11g deploy, configuration and maintenance.
- Remote technical support to external teams in USA.

Education

Profesorado en idioma Ingles
English Teacher
Apr 2002 – Jun 2003 (incomplete)
Instituto Superior de Formación Docente N°100

First year completed, including oral and written English and English Culture.
Average:7,43

Bachiller con orientación en Gestión y Administración
Mar 1996 – Dec 2000
Escuela de Educación Media N°11 "Simón Bolívar"

Average: 8,46

Courses

Cisco Certified Network Associate
Universidad Tecnológica Nacional - UTN Avellaneda
Mar 2007 – Dec 2008
Finished without certification.

Instituto Oxford de Cultura Inglesa
Mar 1995 – Dec 2002
Finished without certification.

ITIL Foundation in IT Service Management
Mar 2018
Exentia
Finished and certified.