Name:	**Valdés Ignacio**
DNI:	**26863507**
DOB:	**04/12/1978**
Address:	**9 de Julio 160 Piso 4 Depto. A**
CIty:	**Quilmes**
Cel.:	**15 5669 6620**
Te:	**4350 9934**
E-Mail:	**valdes.ignacio@gmail.com**

Educational qualification

CCNA UTN (1 year) Analyst networks, TCP / IP
UBA Technician PC assembly and repair

IT Skills

Networking TCP / IP, remote access, Terminal Server, Setting up LAN Server & Management, Installation of local and network printers, Repair and assembly / disassembly of laptops, configuring routers / switches, network configuration TCP / IP, Active Directory administration.

Tools

MS Windows NT/XP/Vista/W7/Server 2003/2008, Lotus Notes , MSOffice 2007, Exchange, Remedy, MS-Dos, VMWARE, NOD32, Panda, Symantec Antivirus, AVG, Kapersky, McAfee, Trend Micro.

Spoken and writing languages

Bilingüe (español-ingles)
Excelent spoken and dictation.

Employment History

IBM Argentina- 10/2009 - 06/2018

Actual position: Delivery Compliance Administrator

DCA / SCS is responsible for ensuring security compliance in servers infrastructure. DCA / SCS is a dedicated team for Patch installation management, HealthChecks (deviation and remediation), Vulnerability scans, Antivirus administration and Service Activation and Deactivation process, APAR management.

Tasks:

- Documentation and administration of exceptions for security policies on the environment
- Problem resolution
- Change planning and execution
- Patch management
- Support other Service Delivery functions / roles when needed
- Execute the technical activities needed to provide the steady state service
- Perform detailed technical analysis on the Customer environment in order to proactively identify problems that can arise
- Understand the Customer Service behind technical components
- Define the detailed technical needs and plan them
- Strictly follow and implement the defined security rules

Trend Micro Argentina **6/2009 - 9/2009**
Corrientes 1386 piso 8 Cap. Fed. Tel; 4370-6000
Supervisor: Damian Avalos, IT Manager: Martin Galanti

Tasks:

Implementation of topologies and security advice. Installing antivirus, antispam, etc., providing solutions support applications on physical and virtual servers. Testing in virtualized environment of possible threats recreating infrastructure topologies.

EXXON MOBIL **(Contractor) 4/2007 al 11/2008 Leviminond, 11/2008 al 6/2009 Ceitech**
Della Paollera 299 P.6 Departamento de E.M.I.T.
Supervisor: Daniel Otalora, Stella Feijoo

Period: 3/2008-3/2009 Regional IT Support L2:

User support regional Home Office from Canada, USA, Mexico, and the rest of America, providing support Level 2 within the XP platform solving problems of connectivity, navigation, access to databases, printers, Notes 6 SAP, Access, MS Office, Remedy, Citrix, VPN settings, TCP / IP installation of local printers, software installation, configuration and reinstall Lotus Notes 6, configuration of firewalls, wireless networks, routers and modems, Active Directory Administration .

Period: 4/2007-3/2008 Local IT Support L2:

Local Support Level 2 to more than 900 users within the XP platform and up to 500 printers, registry relating to laptops, desktops, and printers incidents.
Configuration and maintenance of the local network, solving immediate problems and research of new problems, Armed Workstation Control hardware, receiving inputs and control them within the company assets. Lotus Notes6 configuration and reinstallation as well as all Windows XP environment applications.

Teletech Argentina

Period: 3/2006-2/2007
Address & Contact: Chacabuco 775 Capital Federal 4131-7069
Task performed: Telemarketer, BellSouth ADSL agent for USA
In-site (Bellsouth client manager), I-store (program management), VNS (business management program) MS Office, Internet Explorer 7, Intranet, Avaya IP Phone.