# Gaston Rumelfanger

(+54) 11 6745-0154 grumelfa@gmail.com


## Profile

Spanish /Argentinian. 19+ years of experience in the IT Services industry.

Always thinking about my next challenge.

Team player and thoughtful leader. Firm believer that leadership is all about empowering, and helping every member be the best they can. Always up for a challenge and learning new skills.

Constantly moving out of my comfort zone to explore new ideas and opportunities. I've studied different fields (Human, Digital Transformation, IT), and I work hard to maintain the "student mode" always on.

English and Spanish speaker.

Bicycle and fishing buff, family fan and frequent traveler.

## Experience

### Tsoft Argentina (February 2016 – Present)

- **Scrum Master and Service Lead** (February 2017 – Present)

I am currently playing the role of Scrum Master, Project Manager and Service Leader. As a Scrum master I am working in Telefonica where we are teaching the agile work framework in different teams of the company, assimilating the ceremonies and the new work mentality. Also, in Hipotecario Bank as Scrum Master implementing new asset control tools as well as the Atlassian suite. As Project Manager, I am working on software upgrade projects in the Macro and Credicoop banks. Finally, as a service leader, I lead a testing factory in Telecom of 30 people, in Ternium another testing factory of 10 people and Nacional Monte de Piedad (Mexico) another testing of 10 people. All services with automation developments.

Additionally, as part of the role, I am responsible for the relationship with clients as well as the project budget, performance evaluations and career plans of the people who make up the teams where I work.

(+54) 11 6745-0154 grumelfa@gmail.com

- **Project Manager – Team Lead.** (February 2016 – February 2017)

I was the team lead for a new business into the company. Leading a technical team with around 15 people distributed among different clients (Bco. Santander / Telefonica / Telecom / Nextel / Bco. Macro / Bco. Credicoop / Newsan). I am responsible for the planning, execution and results of every project. As a part of my role I am responsible for the creation of professional profiles and work plans for each person into the team too.

## Volkswagen Argentina (August 2015 – January 2016)

- **Project Manager.**

I was Project Manager for IT infrastructure team. My role was helping to the architecture team with PMP and ITIL methodology and changing process in order to archive better results. At VW I was handling projects with a budget around USD 2.5 million.

## GRMYGR Consulting

- **Owner - Commercial Manager**. (November 2014 – August 2015)

I was the Commercial Manager. The main activity was search new clients, participate of social meetings, relationship manager, search new business opportunities, financial planning, search new associates and develop marketing plans.

## Cargill SACI (January 2000 – November 2014)

- **IT LA Team Lead at Global Hosting**. (January 2012 – November 2014)

Team lead of Servers Support teams for Americas, leading +20 persons.

My main responsibilities were: Ensure fulfill the service level agreements (SLA), fulfill IT process (ITIL Based), follow up and development of the technical people, coordination of global support activities, creation and communication of the on-call global schedules for the Wintel (Citrix and VM), Unix, BackUp & Storages and iSeries teams.

I used to coordinate the activities of the other support team Leads in Europa and Asia and I was responsible for the team on mayor incidents and responsible for Incident and Change Process based on ITIL methodology.

Main Goals: Creation of high performance global support teams recognized internationally, significant reduction of High and Critical incidents using

(+54) 11 6745-0154 grumelfa@gmail.com

automated solutions and scripting over Altiris Console and Microsoft System Center.

- **Queue Manager at Global Hosting for LA and EMEA.** (January 2009 – October 2013)

I was in charge of distribution, resolution, and creation of metrics for all incidents (+12000 per month) of the Global Servers Support Teams.

I used to manage the metrics for individual and teams performance, shift performance, metrics by technology, quality, resolution methods, etc.

Main Goal: Creation of Metric web site for support teams, dynamic, flexible and automated working directly with the Incident Data Base.

- **Wintel Server Support analyst.** (March 2008 – January 2009)

I was the Second Level Global Server support team, Managing and monitoring over 4000 servers (virtual and physical). I used to Manage Active Directory, Citrix and VMware, covering global on-call service for weekends and holidays for critical and high incidents.

I was responsible for the global implementations using Microsoft Application Center and managing of Altiris consoles for security patches deployments.

- **Project Manager.** (June 2004 – March 2008)

As Project Manager at LATAM PMO office I used to be in charge of the whole process (Analysis, planning, execution) of projects with a budget limit of USD 500.000 using PMBOK methodology. My role was the Planner according to ITITL Methodology.

I was in charge of the deployment of new offices into Argentina, Paraguay and Uruguay. I was responsible for the coordination, communication and execution with more than 20 successful new offices startup.

- **On-Site First Level Support analyst**. (June 2002 – June 2004)

I was the on-Site PC support analyst, supporting hardware and local applications. I participated on Regional Implementation and Migrations on the main port offices on Argentina, Paraguay and Uruguay.

- **Help-Desk Analyst.** (January 2000 – June 2002)

Help-Desk IT support for LATAM, supporting Standard applications like Windows, Office, Novell, and in-house applications support.

## Education

Gaston Rumelfanger

(+54) 11 6745-0154 grumelfa@gmail.com

- CAL1 – Certified Agile Leadership (Scrum Alliance)
- Agile Projects with Scrum (Kleer Argentina)
- Agile team Facilitator (Scrum Alliance)
- CSM – Scrum Master (Scrum Alliance)
- Subtle Expressions (Paul Ekman Group)
- Micro Expressions (Paul Ekman Group)
- Practitioner coaching with NLP (Escuela Argentina de PNL y Coaching – International certification)
- MBA Executive at ITAE Business School (Spain)
- System Information at Universidad Argentina John F. Kennedy (Incomplete)
- Leading Negotiation and Persuasion Course (UBA)
- Time management (CAC)
- Team Leadership (CAC)
- Personnel Recruitment Course (UBA)
- Project Manager Course (PM VALUE)
- ITIL Foundations V3 Certification
- ITIL SOA Certification Course
- Motivation and teamwork (Universidad Interamericana)
- Fluent English
- Native Spanish

## IT Knowledge

- Windows 8, 10, 2008 (Server), 2012 (Server)
- Unix (Basic Level)
- Citrix (4) (Admin Level)
- VMware (Admin Level)
- Microsoft System Center (Advanced Level)
- Microsoft Application Center (Advanced Level)
- Altiris (Advanced Level)
- Microsoft Office (Advanced Level)
- Microsoft Project (User Level)
- HP PPM (User Level).

## Personal Information

- I am 40 years old, married, 2 kids (8 – 11 years old)
- I live at Martinez City (Buenos Aires – Argentina) with wife and kids.
- Telephone number 15-6745-0154
- Email address: grumelfa@gmail.com