Jonatan Alvarez

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Project Manager with strong background on engineering, IT support and administration, applications development, maintenance and enhancement.
Experience working in small local startups and large multinational corporations handling internal and external clients and suppliers.

- ✓ *Solid experience managing technical teams*
- ✓ *Analytical and problem-solver*
- ✓ *Ability to meet tight deadlines / work under pressure*
- ✓ *Good interpersonal relations*
- ✓ *Teamplayer*
- ✓ *Experience in Agile software development environments*
- ✓ *Hands-on experience working with Web Technologies, UNIX, Windows, SQL Server and Oracle*
- ✓ *Flexible*
- ✓ *Open-minded*

SKILLS & EXPERTISE

- *Project management*
- *Team management*
- *Resources management*
- *Vendor management*
- *Incident management*
- *Agile Methodologies*
- *Software Testing / QA*
- *SQL*
- *Oracle DB and Oracle PL/SQL*
- *Microsoft SQL Server*
- *MySQL*
- *Windows Server*
- *Unix / Linux*
- *User training and support*
- *Scripting*
- *Web technologies*
- *Web servers*
- *CMSs*
- *Networking*
- *SNMP*

EDUCATION

- **UNIVERSIDAD DE BUENOS AIRES** - Bachelor in Information Systems [Not graduated]
- **UNIVERSIDAD DI TELLA** - Agile Methodologies
- **UNIVERSIDAD DI TELLA** - Executive Training Program for DIRECTV Leadership Staff
- **DIRECTV TRAINING** - Project Management I and II
- **DIRECTV TRAINING** - Coaching and Leadership Essentials
- **LINKEDIN LEARNING** - Insights on Software Quality Engineering
- **LINKEDIN LEARNING** - Agile Testing
- **LINKEDIN LEARNING** - Managing Technical Professionals

WORK EXPERIENCE

DIRECTV — *www.directvla.com*

Since Jan. 2015
Engineering Project Manager

- Responsible for STB software testing activities, both for new products and current production ones.
- Technical team coordination for support and QA teams.
- Management of engineering area´s projects.
- New solutions analysis, design and development.
- Responsible to guarantee optimum satellite monitoring systems performance and evolution according to assigned budget and group's standards.
- Oversight of systems administration tasks, end user support and daily operations.
- Management of external software vendors. Keep track of relations, deliverables, deadlines, quality checks and feedback.
- Working in a multicultural environment with vendors and colleagues from Argentina, USA, France, India, Vietnam and Ukraine.

Jan. 2012 - Dec. 2014
Senior Applications Analyst

- Managed, monitored and improved 2 critical and unique tools for DIRECTV's broadcast operations. A continent wide network of satellite signal quality measuring devices that supported field technicians on client's installations and a precision monitoring system for DIRECTV's Broadcast Centers, unique tool in its kind to monitor and prevent RF issues.
- Expanded the monitoring network from 6 nodes to over 120 scattered all over Latin America from Puerto Rico to Ushuaia.
- Implemented monitoring systems and developed reports to keep track of system's health.
- Worked with software vendors on system's improvements and enhancements.
- Responsible for internal lab infrastructure management and improvement.

Symantec — *www.symantec.com*

Jan. 2011 - Dec. 2011
Technical Support Engineer

- Founding member of the global enterprise support team for Symantec Management Platform (formerly known as Altiris) in Argentina.
- Provided support to global corporations for the application core, Inventory Solution and Software Delivery Solution modules.
- Provided support for my team mates on all database related topics.
- First team member to win an internal award for outstanding support performance.

Capgemini — *www.capgemini.com*

Sep. 2010 - Dec. 2010
Solution Developer
BI Consultant

- Assigned to a major automotive client working on site as a Business Inteligence consultant with Oracle PL/SQL and Business Objects.
- Worked with client's HQ in France maintaining and improving in-house developed financial applications.

ttec — *www.ttec.com*

Sep. 2008 - Jun. 2010
Senior Systems Administrator

- Managed, monitored and upgraded corporate wide applications such as Kronos's Workforce Central (timekeeping tool), Aspect's eWFM (scheduling tool) and BMC's Magic (ticketing tool).
- These applications served TeleTech's facilities all over the globe 24x7 (Argentina, USA, Mexico, Spain, Ireland, Philippines, Australia, etc.).
- Responsible of integration efforts between these and other applications for payroll processing purposes.
- Acted as Team Leader's backup during his absences attending meetings and reporting to upper management.

Feb. 2008 - Sep. 2008
Support Technician

- Worked as a support and data integration engineer for an in-house developed agent performance system deployed globally across TeleTech's sites.
- This system was key to calculate agent's payroll bonuses.

crossingnet — *www.crossingnet.com*

May 2006 - Feb. 2008
Web Developer

- Development of commercial websites and corporate intranets using PHP, MySQL and JavaScript technologies.
- Developed and implemented a large customized ERP system for a major re-insurance broker.
- Performed end users training and implementations on client's facilities.

FREELANCE

Jan. 2003 - May 2006
Web Developer

- Started my IT career as a self-taught, freelance web developer, developing websites for small local businesses, entrepreneurs and musicians.