

LUCAS MARTIN POHL

SUMMARY

I am a highly qualified support engineer with more than 10 years of IT experience. Starting in 2006, my career has taken me to acquire valuable expertise by working at top private firms and growing professional relationships on different technological fields and learning from them. I possess great experience on Microsoft technologies, networking, implementations, error analysis and process improvement.

My main skills are - team-spirit - technical curiosity and personal improvement desire. Strong communication and interpersonal skills, with an ability to relate concepts to non-technical colleagues.
Highly proactive, adaptable to changes and able to work under pressure and tight deadlines. I am always oriented to new achievements with an aptitude for problem solving, without having to rely on a structured and methodical approach.

My goal is to find a company with a stable work environment, which allows me to gain and use my knowledge and experience accumulated so far, and give me the opportunity to develop myself professionally and personally.

If you want to see my Microsoft certifications and qualifications, you can access the following web site https://mcp.microsoft.com/Anonymous//Transcript/Validate. Then, complete with the Transcript ID (1042539) and the Access Code (transcript).

WORK EXPERIENCE

Banco Itaú Argentina S.A. | Infrastructure IT Architect
May 2018 – October 2019
Responsible for guiding the direction of new services that map to new business requirements, recommending and/or implementing changes to existing services to ensure reliability and scalability as our user-base grows, and advancing the software stack we use today by introducing new technologies through POCs. Acting as the sole architect for the complete definition of new projects with preponderant technological nature or fulfill this role in conjunction with other IT solution architects. Being an approachable and supportive team member with a collaborative attitude within a demanding, maturing Agile environment. Collaborating with other existing internal teams.

Arcos Dorados S.A. | Infrastructure & Datacenter Architect
August 2013 – May 2018
I began my journey into cloud services in August 2013, by starting to work at Arcos Dorados SA outsourced by Staffing IT and providing technical support across Latin American markets countries. I was responsible for ensuring operational and end-user support, architecture design, integration and administration of a 5, 000 user Office 365 environment. I have acquired a lot of experience in the Office 365 administration with a complex synchronized AD scenario.

HP Enterprise Services | Microsoft Enterprise Support Engineer
June 2009 – April 2013
Member of the CTS LATAM Communications Team supporting all Microsoft Exchange Server versions (2003, 2007 & 2010) including all their Microsoft Outlook client versions (2003, 2007, 2008 & 2010), Microsoft Online Services (BPOS & Office 365) and Unified Communications products (OCS & Lync Server). I have delivered support for Microsoft Premier and Professional (top Fortune 500) customers from LATAM region. I worked with critical situations (critsits), root cause analysis for specific incidents and advisory cases to address complex business needs. I ensured that all Microsoft customers were very satisfied with the effectiveness and efficiency of the support that they received by acquiring knowledge from the customer environment, delivering high quality incident resolution.

CONTACT INFORMATION

PHONE: +5491168902146
EMAIL: lucaspohl@outlook.com
HOME: Estados Unidos 4426
Lanús, Buenos Aires – Argentina

www.linkedin.com/in/lucaspohl

REPSOL Y.P.F. | Service Desk & Technical Support Agent
November 2006 – June 2009
Bilingual support to internal employees of REPSOL-YPF in America, Europe and Asia. Microsoft administration (Users & Computers) through Active Directory, managing and configuring Smartcards and Tokens (OTP). Tickets and managing applications used: HP Openview Service Desk, Remedy.

EDUCATION

ORT Argentina | Associate's Degree, System Analyst
March 2015 (discontinued)

Universidad Argentina de la Empresa | Telecommunications Engineering
August 2016

CERTIFICATIONS

- Windows Server® 2008 Active Directory, Configuration
- Microsoft Exchange Server 2007, Configuration
- Enterprise Messaging Administrator on Exchange 2007
- Microsoft Exchange Server 2010, Configuration
- Microsoft Lync Server 2010, Configuring
- MCSA: Office 365
- MCSE: Communication
- Lync 2013 Depth Support Engineer
- MCSE: Messaging
- Azure Administrator Associate