

Sebastian Gravina

Service Delivery at Nubiral.com

Information Technology and Services

Current Nubiral.com
Previous Mobapp Creator, Thomson Reuters, Telecom Argentina, Telecom Internet
Education University of Miami BS in Computer Science
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Service Delivery

Nubiral

La Pampa 1512 16th Floor – Buenos Aires - Argentina

February 2018 – Present (1 year 6 months)

Service customer account AMCO – CLAROVIDEO

AMCO is a large company Telco and Media provider that provides streaming LIVE and VOD services to Latin America. Its current cloud infrastructure consists of over 5.000 servers across multiple regions and using a wide range of technologies such as Kubernetes, NGNX, Cassandra, Redis, Oracle, Rabbit MQ, Sumologic, NewRelic, Amanda, Logstash, Elastic, Kibana, Grafana, Zabbix.

My current responsibilities include executing several stages of a project, technical requirements, infrastructure sizing, delivery and monitoring.
Attend to daily team meeting to asses pending tasks, requirements and identify possible issues that would prevent implementing a solution.
Help define and guide the technical success by working closely with product management, engineering, and research and acting quickly and correctly when issues arise. Assist sysadmins on daily tasks and projects reviewing possible solutions and creating work instructions for processes.

Specialties: Project Management, ITIL, Unix administration, AWS cloud administration, Zabbix system monitoring (Zabbix Certified Professional)

Co-founder

MobAppCreator

Tucumán 810 4th floor suite 22 – Buenos Aires Argentina

August 2013 – August 2018 (5 years)

Project Management, cloud platform architecture. Managing Linux servers (Amazon Linux). Managing customer support tickets.

Responsibilities

- Manage daily operations: Support requests, App implementations, monitor backups and services
- Perform routine service checks and improvements
- Manage vendors and licenses
- Monitor customer requirements
- Periodic meetings to plan and execute product improvements and diagram new features

Specialties: Project Management, Unix administration, AWS cloud administration.

Enterprise Content Team Leader

Thomson Reuters

November 2010 – August 2013 (2 years 10 months)

-Assist in the management of Shift Operations rotation, ensuring adequate resources are available.
-Ensure all routine and non-routine events are completed in a timely manner.
-Resolve operational system incidents, ensuring correct reporting of problems.
-Ensure outstanding incidents are formally handed over to incoming controllers at the end of a shift.
-Identify and report deficiencies in systems, service and procedures and ensure that they are updated where necessary.
-Produce routine daily logs and exception reports.
-Ensure failure escalation procedures are adhered to.
-Training on platform support.
-Define and maintain relevant media management procedure

Technologies:
- Linux Servers
- Windows Servers
- Solaris Servers
- Tivoli TSM
- GMI Monitoring System

Lead Analyst
Telecom Argentina
August 2007 – October 2010 (3 years 3 months)

Exchange Specialist

Windows Support

Linux Support

3rd Tier Support for HW Load-Balanced Active Directory, Exchange 2003
3rd Tier Support for Hosted Exchange Platform: Active Directory, Exchange 2007, SQL 2005, IIS and BES (BlackBerry Enterprise Server
Configure Exchange Transport Agents to improve Antispam filtering, identify spammers and load balance outbound message flow.

Analyst
Telecom Internet
June 2000 – March 2004 (3 years 10 months)

Planned and executed network expansion strategies for the company's wide area network.
Ensured Quality Service Level Agreements to meet internal and external client demands.
Provided second level support for the company's Internet unit at the Network Operation Center.
Designed, Implemented and automated the deployment of enterprise critical IT services (Web Services, Domain Services, Mail Services and Network Services, etc.)
Formulated and oversaw company-wide backup policies and procedures.
Oversaw the creation administration and monitoring processes of user and mail accounts of Argentina Telecom's 300.000 clients.
Addressed escalated trouble-tickets from help desk.
Worked with major vendors: Microsoft, Cisco, Sun Microsystems, and HP.

Specialties: Certified Microsoft Certificate System Administrator
Exchange
Microsoft Platform, Active Directory, Network Services,
Microsoft SQL, Clustering, Scripting and Powershell, BES, Hosting Solutions, Mysql, Adobe Streaming Media Server.
Knowledge implementing and supporting products such as Video on demand and steaming under Windows Server, Linux and Unix platforms.
Financial Market specific applications dealing with stock market and analyst data.
Project Management
ITIL

Education

University of Miami
BS, Computer Science
2004 – 2007

Universidad Argentina 'John F. Kennedy'
Analista de Sistemas, Computación
1997 – 2000

Certifications

Microsoft Certified Systems Administrator (MCSA: Windows Server 2003)
Microsoft Certified Technology Specialist (MCTS: Microsoft Exchange 2007)
Microsoft Certified Professional (MCP)
Apple Certified Technical Coordinator (ACTC: Mac OS X)
Zabbix Professional Certificate
AWS Certified Cloud Practitioner Candidate ID: AWS00992766

Languages

Spanish
Native

English
Bilingual proficiency