Javier Serra

Personal Information:

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Computer Skills summary:

Office package: Word, Excel, Outlook, Access, Power point. (Microsoft / Open).
OS: Windows Family (3.1 - 10), Linux Debian (5+) and derivative distributions.
Hardware Knowledge: Intel and AMD compatible platforms (x86, x86/64).
Development: C, C++ (ISO, Posix, WinAPI). VB, C# .NET. Powershell, Python, Bash.
Database Admin: MSSQL, MySQL, DynamoDB. MSSQL Failover Clusters, AlwaysOn.
Database Dev: MSSQL, Automation SPs, Integration Services, SSRS, Optimization.
Networking Knowledge: Cisco CCNA, Cisco CCNP Route and Switch. SOHO Networks.
Server Administration: Windows Server (NT4 – 2016), Debian based linux. Open BSD.
Virtualization: VMWare Workstation, ESX Server, XenSource and XenServer. Hyper-V.
MS Platform: System Center (SCCM – SCOM – SCVMM). MSSQL. Active Directory.
Cloud Platform: AWS (multiple services). VMWare private cloud.
Mac Platform: MacOS 10. JAMF PRO Management Suite.

Languages:

Spanish: Native
English: Advanced
French: Beginner

Education:

- High School:

1999 – 2003. Graduated in "Escuela Normal Nº2 - Mariano Acosta", with a bachellor physics and maths oriented certificate.

- University:

2006 – 2007 and 2010. "Universidad Tecnológica Nacional", currently on hold in second year for Systems Engineering.

- Courses and certs:

2004 – 2005 "Cisco CCNA", Network infrastructure course. Second level (being CCENT the entry-level). Completed.

2011 – 2012 "Microsoft MCITP - Server administrator (2008 / R2)", Active Directory exam completed, to be done Network Infrastructure and Server administrator.

2012 – 2012 "Cisco CCNP - Route", the course following CCNA. Network infrastructure, routing services, layer 3 oriented. Third level.

2012 – 2012 "ITIL Foundation", Course about the Information Technology Infrastructure Library guidelines and set of practices, entry-level. Internal IBM course.

2012 – 2013 "Cisco CCNP - Switch", course following CCNA. Network infrastructure, switching services, layer 2 and 3 oriented. Third level.

2014 – 2014 "ITIL Foundations" Course about the Information Technology Infrastructure Library guidelines and set of practices. Official course.

2015 – 2015 "MSSQL Server", internal EY course, about advanced MSSQL administration.

2016 – 2016 "Storage Administration", internal EY course, about storage technologies, about HP 3PAR & EMC VMAX.

2016 – 2016 "Coaching", internal EY course, about coaching, both in-work and in-life techniques.

2016 – 2016 "1E Shopping Tool", course provided by 1E (vendor), about the 1E Shopping platform integrated with SCCM.

2016 – 2016 "JAMF PRO Management Suite", course provided by JAMF (vendor), about the JAMF PRO platform for Mac management.

2017 – 2017 "Coaching y Liderazgo", course provided by CREO Argentina, about Coaching, NLP and Leadership.

2017 – 2017 "Microsoft Intune & Configuration Manager", course provided by Microsoft, about MDM and MAM, Intune integrated with SCCM.

2017 – 2017 "Amazon Web Services Essentials", course provided by an AWS partner, management and summary of AWS technologies.

2017 – 2018 "Amazon Web Services Architecture", course provided by an AWS partner, design and implement solutions with AWS services.

Experience:

2019 – Present [Database Engineering and Architecture]
Philip Morris International.

Database solution design and engineering. Main engine used: MSSQL, other engines: MySQL, Postgres, MariaDB, MongoDB, DynamoDB. Creation of a custom CMDB, gathering from different sources, like SCOM, SCCM, ServiceNow and internal sources. Gathered data normalized using SQL procedures and integral Powershell solutions, built for high performance. Provided analysis solutions using said CMDB, for compliance, security, performance and capacity planning, which were developed with Powershell, SQL and open source tools, and its presentation layer was built with a self-customized Grafana and SSRS. Lead the development of custom solutions, like audit analysis, AWS toolstack automation and maintenance plans. Lead the automation of the daily operations team tasks, like SQL unattended installations, development of deployment packages, and quality assurance processes. Provided analytics on feasibility of on-prem-to-cloud migrations. Provided mentoring and guidance to coworkers focusing on AWS and cloud aware solutions and DevOps methods.

2017 – 2019 [AWS Cloud Engineering]
Philip Morris International.

AWS Cloud services management and operation. Main services used: EC2, VPC, S3, RDS, DynamoDB, Cloudformation, Lambda, Stepfunctions, SES, Workmail, SNS, SQS, ECS, Route53, Cloudfront, ACM, Cloudwatch, Cloudtrail, Elasticache, EBS. Transformation of the classic reactive operation model into a DevOps model. Design of new infrastructure solutions to internal customers, and worked with external providers to support and evolve existing solutions. Analysis of operating costs and optimization of resources and services. Design and develop a custom patching solution, involving Windows and RHEL, CentOS and Ubuntu Linuxes. Proactive analysis of potential platform issues. Monitoring using Datadog. Development of solutions (internal and external) and scripts using Powershell, Bash, Python, C#, Node.js, SQL, DynamoDB, Stepfunctions, JSON and YAML. Development of integrations, custom solutions and tools using AWS API (Powershell, cli, .NET, webapi and boto3), Windows API, Datadog API, Linux toolset. Active Directory management, GPOs and DNS. Ansible deployment, management and creation of custom roles and playbooks.

2014 – 2017 [System Center Engineering – SCCM]
Ernst & Young.

SCCM Architecture, Infrastructure Design and Engineering. Base platforms used: Windows 2008/2008R2/2012R2, MSSQL 2008R2/2012, SCCM 2007/2012/1511, failover clusters, hyper-V, ESX, IIS, WSUS, SCOM 2007/2012, hardware intel x86/64. Assessment for NomadBranch potential (dropped). Optimized the local infrastructure (service level), by assessing the current hardware, upgrading where necessary, providing and developing scripts and procedures (integrated solutions) in order to make the best use of it, netting an overall reduction of incidents (both from voice to voice, and tool based) of about 80%. Development of customized solution for the prerequisites of the CM07 to CM12 migration, saving months of outage and man-hour work. Help in the design of the current CM12/1511 infrastructure, based on the infrastructure improvements and solutions provided. Development of customized tools for the actual CM07 to CM12 migration, and also development of time-critical solutions for CM07 to CM12 migration issues, with a net result of a successful migration in two months with minimal service outage. Development of custom monitoring solutions, within SCOM, SCCM, AppDynamics & Splunk, for SCCM, 1E Shopping and SQL, using those technologies (Management Packs) and custom software(C#) and scripting (Powershell). Development and engineering of advanced customized solutions using SCCM (Hardware Inventory, WMI), T-SQL and custom software(C#, Winapi C) and scripting (Powershell/VBS), maturing the infrastructure and service portfolio offerings. Development and engineering of SQL solutions, applied mostly to our infrastructure but were used on other teams as well, for automation, QA and optimization of the SQL infrastructure. Deep level investigation and provided support to Microsoft with well-known WSUS infrastructure issue on 32-bit clients. Development of customized solutions integrating other technologies (HP orchestration, Control M, MS/SCO) mostly using Powershell. Development of low level interfaces (TPM, Disk devices, LSA) in Winapi/NativeAPI C, for providing customized solutions. Investigation and engineering of security and audit solutions, using SCCM as the base and integrated with custom software and scripting. Development of custom solutions for enterprise management (AD, GPO), using Powershell and C#. Development of custom solutions for enterprise printing (Equitrac). Mac management using JAMF PRO Management suite. Custom JAMF PRO/Mac reporting.

2013 – 2014 [Windows Server Admin / System Center Admin]
Philip Morris International.

Server build – Windows Server 2008R2 / 2012, HP Hardware, VMWare vSphere and Hyper-V. SCVMM Operation (configuration and troubleshooting). VMWare vSphere operation (client / server). SCCM Administration, 2007 and 2012. SCCM related support software, IIS, WSUS, Active directory, PXE (WDS / PXE point), FEP / SCEP (MS Antimalware), MSSQL. SCCM Support over servers. SCOM Administration and automation, 2007 and 2012. Development of custom management packs. Event management. Tools, components and utilities development for both SCOM and SCCM, using .NET, VBS and PowerShell. FIM Administration, integrating various technologies and workflows. Development of custom extensions using C# (.NET). Active Directory security administration, tools development in PowerShell for AD object management.

2011 – 2013 [IT Support - SCCM, Tools development, Consulting]
IBM Argentina.

System Center Configuration Manager 2007 administration, over Windows Server 2003, 2008 and 2008 R2 and SQL 2005. WSUS and IIS administration, as server-side requirements. Level 3 support, SCCM client issues remediation and support for side-services (Windows update, IIS clients) on Windows clients, XP and 7. Change management and implementation with regard to networking, related to SCCM. Utilities and tools development (for WMI, SCCM and Windows Server Management) using .NET framework (VB.net / C#), VBS scripts and batch. Active Directory management with regard to SCCM. 1E Nomad Branch administration (SCCM Download provider). Development and building of laboratories using ESX/ESXi and Hyper-V.

2010 – 2011 [IT Support, Development]

Universidad Tecnológica Nacional - Facultad Regional Buenos Aires - Gestión Académica.

Development in C++ (ANSI, Windows API), Visual Basic (.NET / 2005) and SQL 2005. Windows Server, OpenBSD (firewall and security), Linux Debian (various services, http/s, LAMP) server maintenance and administration. Internet Information Services 6. Windows platform workstation (Windows 2000, XP, Vista) support and maintenance. Network administration and support. Active Directory administration. Server virtualization using XenServer and ESXi.

2006 - 2010 [Salesman, Technician and IT support for small business]

SP Cyberworks - Personal project - Computer shop.

Personal computers build and support. Technical services and support for small business and professionals. Hardware and software sales. Personnel management and lead. Software support and installation on Windows and Linux platforms (Office software, software for specific requirements, management tools). Data recovery. Antivirus Solutions. Network planning, building, configuration, diagnostics and repairs on SOHO (small office home office) environments. Software development (for third parties and internal use), using C++ (native), vb.NET, C#.net and MSSQL.

2006 [Network Administrator]

Business Vision S.A.

Network administration, support and diagnostics. Debian linux based server administration (fileserver, Samba, NFS, SVN, http/s), Windows 2000 / 2003 Server administration (VPN, RRAS, SQL), Development workstations administration and technical support. VPN administration.

2000 – Present [Technician, Consulting Services]
Freelance.

Home and small business technical service and network support (administration, planning, diagnostics). Administration, maintenance and repairs of workstation and servers, in various platforms (Windows, Linux, BSD). Diverse services to small offices, small business and professionals (Development, technical support, consulting, general IT services). Solutions development for small business.

Game development using a custom engine. Game scripting coded in C++.

General consulting about Cloud services, customized solutions using AWS toolstack. Development of scripts and software. Analysis of performance and capacity for cloud-based migrations.