

BARBARA CORTES LOPEZ BROSSARD

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Professional Experience

• Clarin (01/2016 - Present)
Monitoring analyst.

- Backup administration with HP Data Protector, recycling, formatting and loading tapes.
- Alarm monitoring through Nagios, Pingdom and CMD.
- Monitoring and escalation of alerts according to procedure.
- Administration of alarms in Nagios under Centreon tool.
- Logs analysis in Control M and execution of them through requests.
- Preparation and submission of weekly reports.
- Analysis of graphs and alerts indicators of traffic load in our service through Chartbeat.
- Track tkts in Jira.
- Execution of basic Linux commands for specific checks.
- Compliance with SLA for each type of alert.
- Orders management in SAP.

• DLA (04/2015 - 01/2016)
NOC Supervisor

- Assign, supervise and monitor the tasks of the operators.
- Prepare reports and service metrics.
- Creation of procedures.
- Update of Intranet.
- Analyze and report the evolution, statistics and development of tasks.

- Analysis of graphs and alerts indicators of traffic load in our service.
- Ensure compliance with incidents in a timely manner.
- Monthly monitoring of the project.
- Preparation of weekly and monthly reports.
- Coaching and performance monitoring of operators.

• Telefónica Argentina (06/2014 - 04/2015)
Team Leader monitoring, remote hands.

- Drafting of new reports and procedures for the sector.
- Active training of new team members.
- Fluid relationship with IBM, Telefónica and service providers.
- Incident tracking
- Administration of the library room.
- Organization of historical tapes.

• Telefónica Argentina (07/2013 - 06/2014)
Monitoring analyst, remote hands.

- Monitoring of servers and services through: IBM Tivoli Omnibus and HP OpenView with SCOM integration.
- Receipt of tickets and execution of remote hands.
- Direct contact with the customer and support teams.
- Creation and monitoring of incidents through ITCM Remedy.
- Team work.
- Administration of backup tapes. o In charge of assembling ribbons in robots.

IBM Argentina - Delivery Center Argentina (11/2011 - 10/2012)
Account Leader - Monitoring Center

Clients: Baxter, IS & LS, Manpower, Manulife, CAMH.

- Account monitoring control.
- Task assignments..
- Management of schedules.
- Follow up of repetitive incidents.
- Obtaining and analyzing service metrics.
- Conference with clients and stakeholders involved in the service.

IBM Argentina - Delivery Center Argentina
(04/2009 - 11/2011)
Monitoring operator - IBM Command Delivery Center

Technical analyst and support oriented to serve different corporate clients including Baxter, IS&LS, Manpower, Manulife, CAMH. All of them based in the United States.

- Servers monitoring
- Incidents resolutions
- System changes and alerts execution

- Execution of customer orders in batch scheduling (Control-M).
- Management of tools such as: Web Tec, Control-M, Domino, Clarity, ManageNow, Peregrine, ITCM Remedy, IBM Tivoli and Nagios.
- Teamwork with the different support areas.
- Experience in a multicultural environment (clients and specialists from Argentina, the United States, Brazil and India).

Education Level

In progress
Psychology Degree
Universidad de Palermo

2001 - 2005
Bachelor specialized in Computer Systems
Inst. Mercedes Pacheco

Training

Leadership and People Management Course (May 2012)

- Operational management: Approach management and leadership with systematic approaches to process driven activities to increase efficiency and effectiveness.
- Leadership and People management: Understand how to interact with team members and other stakeholders to maximize their potential through management and leadership.
- Innovation and change management: Expand management and leadership capabilities with strategic and innovative approaches to implement.

ITIL® Foundations (March 2012)

- Introduction and Services Strategy.
- ITIL foundations to fully understand the framework.
- Recognize the different processes needed to manage IT services.
- Design and Service Transition.
- Continual Service Improvement.

Customer Service Course (November 2011)

- Importance of customer service establishing a relationship of trust.
- Ability to listen beyond words.
- Active training.
- Effective listening - reflective - active.
- Conflict resolution.
- Mediation applied to the client.

Conflict Resolution Course (March 2011)

- Comprehensive planning.
- Creation of alternatives.
- Active negotiation.
- Management of conflicting situations.
- Possible action scenarios.
- Components of the conflict.
- Resolution of operational conflicts.

SPANISH Native.
ENGLISH: Advanced proficiency.
PORTUGUES: Basic proficiency.
Oral and written proficiency.

2001 - 2005/2011
English language
Liceo Cultural Britanico
Levels: complete.

2013
Advanced English training in London, England, attending to several Intensive English Programs.

Applications:

- IBM Tivoli / HP OpenView / SCOM / Nagios monitoring suite
- Operating Systems: Microsoft Windows Platform.
- Office Suite: Microsoft Office Suite.
- Internet and Mailing: Corporate Mail, Intranet in Websphere Application Server.
- Corporate Software: Management of different tools of Ticketing, Batch Scheduling Control-M, monitoring of applications, servers and network like what's app among others.