Santiago Varela

Argentina

Infrastructure Administrator / Microsoft Windows Server Administrator / Freelance Developer

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Summary

I’m an IT Professional with more than 10 years working on different companies and infrastructures. Future Information Systems Engineer.

I have experience working with and giving support to multiforest and multidomain environments with 10000+ users and complex services running in physical, virtualized and on-cloud servers such as critical databases, highly available application servers, mail servers, proxy servers, clustered file and print services, remote desktop farms, VPN servers, etc.

I have great adaptability to work with new people and environments, good teamwork and great organizational and multitasking skills.

My Specialties: Active Directory Infrastructure (DNS, DHCP, DFS, PKI Infrastructure), OS and Computer Architecture (Windows Internals, Dump Analysis, RCA of Blue Screens and Hangs, Performance Monitoring, WMI), MS Failover Clustering, MPIO, WSUS, Virtualization (Hyper-V, VMware Suite -ESX, vCenter, vSphere-), Networking (Network Trace Analysis, ISA Server (2004/2006) & TMG, NLB, VPNs, IPSec, L2TP, PPP), Windows Backup Services, Remote Desktop Services, all of the Windows Server versions and editions from Windows Server NT 4.0 to Windows Server 2016, all of the Windows Client versions and editions from Windows 95 to Windows 10, public and private Cloud Services, Storage (SAN, NAS, NFS), several hardware vendors such as HP, Dell, IBM, Cisco, etc., scripting in general using Powershell, VBscript; C, Java, C# programming skills as well.

CCNA: Cisco Certified Network Associate

MCITP: Enterprise Administrator 2008
70-640 - WS 2008 Active Directory
70-642 - WS 2008 Network Infrastructure
70-643 - WS 2008 Applications Infrastructure
70-647 - WS 2008 Enterprise Administrator
70-680 - W7 Configuring

MCSA: Windows Server 2012

70-417 - MCSA WS 2012

Microsoft Certified: Azure Administrator Associate
AZ-100 - Microsoft Azure Infrastructure and Deployment

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Transcript ID: 986826
Access Code: santiagov

Experience

Wintel Administrator at YPF S.A.
May 2012 - Present (7 years 9 months)

I'm currently working at YPF as a Windows System Administrator; I'm part of the Windows Server Administration team.

Besides managing all of the Windows Servers, our team is responsible of the entire VMware infrastructure, we solve day to day issues such as backup and performance problems, 3rd party application interaction problems, servers with Blue Screens or physical failures, we are also the administrators of the Active Directory infrastructure.

We interact with diverse teams such as the Communications, Database, Networking, Linux, Storage or Applications Team, providing the required support according to their needs. We interact heavily with the Storage and Networking team when designing the VMware infrastructure.

We give support to different regional administrators working in sites across the country.

We also take part in the Disaster Recovery Plan (DRP), where the company simulates a catastrophe while keeping up the most critical services. It is a completely documented process and also audited by external agents. We are in charge of updating the guides for the DRP and carrying along this DRP with all of the different teams involved (most of the IT teams).

Premier Support Engineer at Microsoft
February 2010 - May 2012 (2 years 4 months)

Worked in HP for the Microsoft Support Campaign as a Support Engineer in the LATAM Spanish Microsoft Premier team.

Among my responsibilities were to give Break and Fix (reactive incidents) as well as advisory support to first line customers in the entire LATAM region such as banks, mobile carriers, telcos, ISPs, and very well known companies.

As a member of the Platforms team I had to give to support to the following services and technologies:

Active Directory in general, security, GPOs, replication, account lockout, migrations and infrastructure issues.
Networking issues, involving NLB, DNS, WINS, DHCP, DFS, NAP, IP routing, subnetting, and network trace analysis.
Core, Performance and Clustering issues, such as unexpected shutdowns and restarts, blue screens, slow performance, high resource consumption, storage issues, clusters in general, involving dump and cluster log analysis, and a profound knowledge of the windows core architecture and layers, kernel and user mode, memory management, thread scheduling, logical and physical disks, NTFS. Hyper-V virtualization on Windows Server 2008 and Windows Server 2008 R2.

Great experience in understanding great environments and solving very complex issues under pressure in a very short time, given the pace of the support frontline and the Critsit support. Live problems or Root Cause Analysis.
Basically my knowledge cover all the services given by all the Windows OS versions, and other products that can be installed over the platform.

IP Infrastructure Analyst at Claro Argentina
June 2009 - February 2010 (9 months)

Worked in Claro Argentina as a an IP Network Engineer performing IP and 3G Network Usage and Infrastructure Analysis and Reports of the entire Claro Network Backbone for Argentina, Uruguay and Paraguay to properly measure and handle new network needs.

I performed data traffic analysis, link state reports, documentation for every network device in Claro and its configuration, meetings with hardware providers in order to solve specific measurement issues.

Specific knowledge of GSM and 3G protocols.

Help Desk Support Engineer at Boaria SA
February 2008 - June 2009 (1 year 5 months)

This was my first fully IT-oriented job, working as a Help Desk support agent for small and big customers -companies that outsourced the IT department with us-.

Hardware support and configuration of workstations, notebooks, servers, network hardware and uninterruptible power supplies.

Software support of Microsoft Windows (NT, 95, 98, 2000, XP, 2003) operative systems, Active Directory troubleshooting and configuration, Mac and Linux as an extra.

We also provided 3rd party support to a great variety of software and hardware used in the companies we worked for, such as Lotus Notes, VMware, Citrix, Cisco, Linksys, Tango, Bejerman, and others, each one of them with their own complexity.

Structured CAT 5/6 wiring, as well as complete network diagnostics and troubleshooting, VPN configuration, Wifi networks setup and installation, TCP/IP, DNS, DHCP.

Proactive and reactive support as well as advisory.

Internal documentation for every case and step-by-step guides for colleagues or for future technical reference were also my responsibilities.

Here I improved my IT skills and pointed my direction to the IT world, leaving behind electronics (at least the more complex electronics) and mechanics.
By this time I started my Systems Engineering career at Universidad CAECE.

ATM and Self Service Technical Support at IBM Argentina
October 2006 - February 2008 (1 year 5 months)

Here I started a test and training period in which I had to learn how to assemble ATMs and Self Service terminals from scratch for its use in banks and other important organizations.

After the training period I went out to the streets to give support to these machines in the entire city, more precisely at the center or commercial area.

Here I developed my technical and mechanical skills, as well as my scheduling capacity, given that I had to handle several customers and providers efficiently while keeping at the same time the most qualified technical support.

I also kept improving my troubleshooting and learning skills as well as my results-oriented perspective and proactivity.

By this time I finished my CCNA certification and wanted to leave electronics behind and move to the IT field.

Technologies involved:

TCP/IP
DNS
Microsoft Active Directory
Windows Operative System
Diebold and Wincor Nixdorf ATMs

Electronic Technician at Tekhnosur
January 2005 - October 2006 (1 year 10 months)

I started working here during the last year of high school as a part of a pilot project (professional practice or internship), and stayed there for almost a year after completing the pilot.

Among my responsibilities were to install, setup and give support to biometric, access control, and electronic security devices such as CCTV, fingerprint readers, hand geometry recognition devices, parking barriers, alarms, infrared sensors and the appropriate software for each of them.

Extra responsibilities were to design and implement structured and not structured wiring installations in big and small customers, as well to give general operative system and database support related to access control software.

I also had to instruct end users regarding the installed solution.

Being my first job experience, I learned how to deal with big customers like banks and multinationals, learned from scratch new propietary technologies, and managed to do all of this using the least amount of resources, giving me a great experience on self assessment and resource management.

Technologies involved:
Rs 232
Rs 485
Infrared and RF
TCP/IP
DNS
Cisco Routers and Switches
Microsoft Active Directory
Windows Operative System
SQL
Access

Education

Universidad Tecnológica Nacional
Engineer's degree, Information Systems Engineering, 2014 - 2021
Universidad CAECE
Information Systems Engineering, 2009 - 2014
Escuela Tecnica N° 28 República Francesa "El Cuba"
Electronics, 2000 - 2005

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LinkedIn Recruiter

5 people have recommended Santiago

"When we worked at Microsoft with Santiago, we were in different teams. The Premier Support Engineer team Santiago was part of was a great group of people; a very dynamic group also. And there, Santiago was definitely a prominent leader. You would always find him willing to give a hand even to people in our team who may find it hard to route cases sometimes or needed a hand in other issues. He has a huge knowledge of Microsoft products. I strongly recommend such a loyal person, who is highly committed to his job and to his team performance."

—Emiliano Rodriguez, Soporte técnico, Mitrol, worked with Santiago at Microsoft

"""Santiago is a highly skilled professional, with deep knowledge in Infrastructure and Microsoft Server Technologies. He has great experience in troubleshooting and problem solving, being an important player in supporting Microsoft's customers. Also Santiago has great skills and knowledge about Networking, Memory dump analysis and Active Directory. He is an extremely valuable resource, I strongly recommend Santiago"""

—Juan Daniel Abad, Lead for Core Operating Systems - Consulting Services, EY, worked directly with Santiago at Microsoft

"I've worked with Santiago and I can say without doubt he was one of the most skilled SE I've met, is a very good professional, a good co-worker and a kind person, is always willing to help his teammates and support them in every way he can. I enjoyed working with him and I would gladly work with him again"

—Nelson Ivan Riera, Sr. Partner Technical Advisor, Microsoft, worked directly with Santiago at Microsoft

"Santiago was one of the greatest Engineers I had the pleasure to work with. I was amazed by his Windows Debugging skills and they way he managed to solve really hard issues. I would reccommend Santiago to anyone whos wan to level up his teams skills and be prepared to handle big problems."

—Guillermo Porcaro, Sr Manager, Argentina Site Leader, Medallia, worked directly with Santiago at Microsoft

"Santiago is a very talented person with whom I had the pleasure to work. He has a great knowledge of Microsoft's products. He is the person that you can count on to give you a hand when you need it. I really recommend his work and commintment."

—Daniel Calla, sennior, EY, worked directly with Santiago at Microsoft

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Profile Notes and Activity (1)

11/8/2019—InMail sent by Jafet Alejandro Montilla R ({1})