

Nicolás M. Arnaez

Born 11 Nov 1991
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System Administrator with over five years of experience working at companies developing Infrastructure activities and IT support. Passionate about technology with strong technical and interpersonal skills. Hard working and able to multi-task effectively.

Education

2018 - Present **Instituto Superior Tecnológico Empresarial Argentino (ISTEA)**
Infrastructure Support.

2011 - 2014 **Universidad Argentina de la Empresa (UADE)**
Computer Engineering - Multimedia Design.

2005 - 2010 **Instituto Susini**
Graduated with orientation in Computer Science.

Work Experience

07/2019 – Present **Accenture**
Cloud Ops Engineering Analyst

- Give support and administrate over 150 Active Directory Domain forests in different environments like AWS, Azure, Windows Server 2012/2016.
- Administering Windows Server 2012/2016, AWS, SCCM 2012, Powershell, GPO, Active Directory, SQL 2012.
- Patching and remediating vulnerabilities.

10/2015 – 07/2019 **Accenture**
Server Infrastructure Engineer

- Install, configure and give support to over 50 physical and virtual servers in multiple countries. Ensure all services are running with PRTG.
- Services supported: SCOM, WDS, SCCM, DHCP, DNS, Active Directory, File Server, Print Server, GPO, Linux, Kiwi Syslog, SEP Manager, DFS, Websense, PRTG and Avamar.
- Perform tasks related to monitoring, capacity and maintenance to be aligned with ISO 27K1 standards.
- Experience in backup consoles EMC Avamar and EMC Networker.
- Provide specialized support to servers with VMWare vSphere, ESXi and vCenter technology.
- Follow up process regarding compliance related to configuration and patch management.
- Category and salary increase in June 2017.

09/2014 – 10/2015 **Accenture**
IT Operations Associate

- Installation, configuration and repair of laptops and desktops.
- Promoted to Servers Administrator with just only one year in the company.
- Management of WDS Service and Microsoft Deployment Workbench to implement Accenture Standard and Client-based images.
- Knowledge in FlexNet Manager Platform to manage the inventory of the company.
- Workstation support agent on-site, customer care, following up and resolving issues mainly related to workstation issues, also follow up and provide assistance in server and network related incidents. Tier 1 and Tier 2 incidents resolutions and assistance provided in Tier 3 incidents.
- Networking level 1 (basic switching & firewall configuration knowledge).

03/2012 - 08/2013 **Ferraro & Asoc.**

IT Support

- In charge of the installation and maintenance of the workstations at the company.
- Set up a home business network.
- Carry out administrative tasks in contact with companies of first line like Allianz.

Training Courses

2017 **IT College**
Install, Configure and Manage VMWare vSphere 6.5

2015 **IT College**
Administering Windows Server 2012

2014 **IT College**
Installing and Configuring Windows Server 2012

2011 **CETAE**
PC Repairing and Assembling

Technical Skills

Languages

- Spanish (Native)
- English (Advanced)

Computer Skills

- Advanced in *Windows Server 2008 & 2012*
- Advanced in *VMWare vSphere, vCenter, ESXi*
- Advanced in *Microsoft Office*
- Advanced in *PC Repairing and Assembling*
- Intermediate in *SCCM 2012*
- Intermediate in *Active Directory, GPO*
- Intermediate in *Windows Powershell*
- Intermediate in *Networking, TCP/IP, Switches, Firewall, Routers*
- Intermediate in *Linux*
- Basic in *SQL Server*
- Basic in *MS Exchange*