CURRICULUM VITAE

PERSONAL INFORMATION



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STUDIES

Instituto Agustiniano de San Andrés
High School
Year: 2005

UAI
Business school

Business Administration
Year: 2014

UMSA
Modern Languages Department
Literature and specialty English translator
Year: 2008

CERTIFICATIONS

Symantec Backup Exec 2010® STS
Award: **Symantec Technical Specialist**
July 2012

Symantec Backup Exec 2012® STS
Award: **Symantec Technical Specialist**
July 2012

Symantec Enterprise Vault for Microsoft Exchange 10® STS
Award: **Symantec Technical Specialist**
July 2012

ViPR Controller and Data Services 2.x®
Award: **EMC Proven Professional**
December 2015

ViPR SRM 3.x Storage Resource Management®
Award: **EMC Proven Professional**
September 2015

Avamar Specialist Version 7.0®
Award: **EMC Proven Professional**
February 2015

Dell EMC Elastic Cloud Storage ECS®
Award: **EMC Proven Professional**
December 2018

LANGUAGES

English: Bilingual
Spanish: Native
Portuguese: Bilingual

JOB EXPERIENCES

From **12/2019** to **Present**

Place: "Veeam Software"

Position: Technical Support Engineer

Role: Technical support to Veeam's customers in the North America and Latin America regions, including Brazil. Maintenance and updates of Veeam's Knowledge Base. Follow up of current cases and detection of potential opportunities for renewals/upgrade.

From **10/2016** to **12/2019**
Place: "EMC Computer Systems ARG SA"
Position: Solutions Architect.
Role: Design, review, and pre and post installation tasks related to architecture and implementation projects for EMC products, mainly focused on the Storage, Backup, Cloud Infrastructure and Advanced Software Divisions. The role mainly consists in gathering environmental details to plan for future designs. This includes performance analysis (on storage arrays, switches and hosts), capacity planning and topology maps current status and expansion.

From **02/2014** to **10/2016**
Place: "EMC Computer Systems ARG SA"
Position: Implementation Delivery Specialist.
Role: Installation, maintenance and support of EMC products for customers located in LATAM. Usage of EMC products VNX, Avamar, Networker, SRM, ViPR Controller, Smarts.

From **10/2012** to **12/2013**
Place: "*Gemalto Argentina SA*"
Position: Production Support Analyst
Role: Linux-based platforms and solutions maintenance and troubleshooting for telecommunication applications. Responsible for server monitoring (using Nagios and Cacti) and alarm intervention. Keeping incident records and reports, participating in meetings with customers and providers to discuss incidents and required changes. Webpage and webserver (Apache, Microsoft IIS) configuration, traffic and streaming monitoring. Usage of html and javascript languages.

From **04/2011** to **09/2012**
Place: "*Symantec Software Argentina SA"*
Position: Technical Support Analyst for Symantec Backup Exec® Software
Role: English/Spanish technical support for Symantec Backup Exec, specialized in the following agents: Deduplication, Oracle, Linux, MAC, SQL, NDMP, Exchange, Enterprise Vault, Lotus Domino.
Additional tasks: managing and administering a network of Virtual Machines for lab testing purposes. These include a series of VMs installed under VMWare VSphere and Hyper-V with the following environments: MS Exchange, Lotus Domino, Oracle, SQL, Enterprise Vault, and different Unix/Linux systems (Solaris, CentOS, RHEL).

From **05/2009** al 03-2011
Place: "*IBM Argentina SRL"*
Position: Problem & Change Coordinator
Role: Change ticket managing, auditing and approval for internal and customer change requests. Hosting meetings with customers and discussing change information. Usage of IBM tools Maximo, ManageNow, Remedy.

From **01/2008** al 03/2009
Place: "ENIL SA*"*
Position: Sales representative
Role: Sales representative for local and foreigner customers both via phone and personally.

From **05/2006** al **11/2007**
Place: "Teletech Argentina SA"
Position: Customer service representative
Role: English phone customer service for different companies (including Office Depot®, Best Buy® and Anthem®.

PERSONAL KNOWLEDGE

OFFICE: **Word**, **Excel PowerPoint, Outlook**
Applications management: Lotus Notes, Remedy/Maximo/Citrix/Titan , ActiveDirectory, Oracle, VMWare, SQL, Linux, Microsoft Exchange, Sharepoint, Visual Basic, MySQL