Walter Paul Velasquez



Born on July 23th of 1978 in Neuquén, Argentina
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Profile

I am an IT professional with 18 years experienced, I worked with infrastructure, networking and security for Microsoft servers; some of my soft skills include analytical thinking, creative problem solving, working well under pressure and adaptable to changes, also I am certified in frameworks such as ITIL and Six Sigma.

Professional experience

06-2019 / 12-2019 **Softline** **Argentina, Cap.Fed.**

IT Delivery Specialist

- Office 365
- Microsoft Exchange Online
- Microsoft SharePoint Online
- Microsoft Teams
- Microsoft Azure
- Active Directory
- BitTitan Migration Tool
- Kaspersky Endpoint Security
- Microsoft System Center Operations Manager

Achievements:

Definition of pricing and scope of the projects offered by the sales team.

Documentation and trainings related to the technologies offered.

Migration from on-premise servers to Azure, Exchange Online and Office 365.

Implementation and configuration of new technologies.

06-2015 / 12-2018 **Accenture** **Argentina, Cap.Fed.**

Team Leader (Messaging)

- Change management
- Problem management
- Incident management
- Microsoft Exchange Server 2010 / 2016 / Online
- Microsoft Windows Server 2008 / 2012
- Office 365
- Good Mobile
- Mobile Iron
- IronPort (ESA/MSE)
- Microsoft ForeFront
  - Unified Access Gateway
  - Identity Management
- Active Directory
- Microsoft Azure

Achievements**:**

Architecture and processes documentation.

Coach the team with the client processes and line up them with the response times and ways the client needs.

I was able to make a solid team even against the regional differences.

02-2014 / 02-2015 **IBM Arg. S.A.** **Argentina, Bs.As.**

Systems Administrator (Wintel)

- VMWare Server 4.1
- Citrix Server 3.0
- Microsoft Windows server 2000/2003/2008/2012
- GPOs

01-2012 / 01-2014 **IBM Arg. S.A.** **Argentina, Bs.As.**

Team Leader (E-mail and collaboration)

- Change process management
- Problem process management
- Incident process management
- Account Focal (AF) / Subject Matter Expert (SME)
- Active Directory
- DNS Server
- Microsoft Office Communicator (LCS/OCS/Lync)
- Microsoft Exchange Server 2003/2007/2010
- McAfee ePolicy Orchestrator
- Microsoft Windows Server 2000/2003/2008

Achievements:

I took care of the transfer knowledge project of change client vendor.

I was part of the architectural change project to migrate to a newer Exchange version.

I worked as a technical consultant with the implementation of Lync within the new architecture.

03-2010 / 12-2011 **IBM Arg. S.A.** **Argentina, Bs.As.**

Systems Administrator (E-mail and collaboration)

- Active Directory
- GPOs
- DNS Server
- Microsoft Office Communicator (LCS/OCS)
- Microsoft Exchange Server 2003/2007/2010
- Microsoft ISA Server 2006
- McAfee GroupShield 7.0
- McAfee ePolicy Orchestrator
- Microsoft Windows Server 2000/2003/2008

Achievements:

Shortly after be hired I became a technical reference for McAfee products and issues related with instant messenger technology (LCS / OCS).

08-2009 / 03-2010 Computación CEICOM S.A. Argentina, CABA.
Systems Administrator

- Software y Hardware Support (Microsoft Windows XP, Vista, Seven – Microsoft Office 2003 y 2007 – Owners Applications)
- Microsoft Windows Server 2003
- Active Directory
- Microsoft Exchange Server 2003
- Microsoft ISA Server 2006
- Microsoft SQL Server

07-2005 / 05-2009 Nextel Communications Arg. Argentina, CABA.
Technical Lead (Micro informatics)

- Responsible of four branches and VIPs users.
- IT Technician (Microsoft Windows XP – Microsoft Office 2003, 2007 – SMS – Owner Applications)
- Active Directory Administration (ADM)
- New technologies review (Software and Hardware) to improve the informatics park performance
- Project's planning, analysis and implementation (software, hardware and logistic issues)

Achievements:

I was in charge for a branch opening.

As facilitator, I proposed the implementation of an inventory tracking system on which I actively participated in the analysis and design of it for its later implementation.

07-2005 / 05-2009 Nextel Communications Arg. Argentina, CABA.
Technical support (Micro informatics)

- IT Technician (Microsoft Windows XP – Microsoft Office 2003, 2007 – SMS – Owner Applications)
- Active Directory Administration (ADM)
- New technologies review (Software and Hardware) to improve the informatics park performance

Achievements:

I participated in the opening of two branches.

I participated in the desktop's OS migration within the company.

09-2004 / 07-2005 Software del Plata Argentina, CABA.
Technical support (Outsourcing for Nextel)

- IT Technician (Microsoft Windows XP, NT 4 – Microsoft Office 97, 2000 y 2003 – Owner Applications – Hardware)

Education

In progress | U.A.I. | Argentina, CABA.

- Area: Information Technology
- Degree: Systems Engineer
- Thesis remaining
- Average mark: 7

1992 / 1996 | A. M. E. N. | Argentina, Neuquén.

- Degree: Bachelor – IT oriented

Training Courses

- Technical networks: Taken at Instituto Tecnológico Argentino
- ITIL Foundation V3
- Microsoft Certified IT Professional (MCITP) Microsoft Windows Vista
- Microsoft Certified Technology Specialist (MCTS) Microsoft Windows Vista
- Microsoft Certified Technology Specialist (MCTS) Microsoft Exchange Server 2007
- Microsoft Certified Technology Specialist (MCTS) Microsoft Exchange Server 2010

Languages

- English: Writing and oral upper-intermediate skills