
Objective

To provide creative solutions to complex problems your organization may be facing, in an efficient and timely manner. Your challenges will fuel my creativity.

Professional Experience

- 2013-Today **Independent Consultant.** Implemented full strategies for restaurants. Designed marketing strategies for IT companies. Advised customers in crypto currency and stock investments. Implemented ERP systems.
- 2010-2013 **Oggi Consultores/Emprendomas** (education). Guest speaker for the entrepreneurial workshops on diverse topics, such as self-motivation, innovation and entrepreneurship, emotional intelligence, negotiation, and public speaking. The emprendomas programme aims at putting Venezuela on the world entrepreneurial map.
- 2007-2013 **Hexadatos, C.A.** (IT/management Consulting – ERP/CRM). Lead consultant for ERP/organizational development projects, planning, consulting, and supervising change management for customers in financial trouble or expansion plans. Optimized business/logistics processes to reduce costs and increase profits. Negotiated on behalf of shareholders.
- 2006-2007 **Omicron Sistel** (IT Consulting - Outsourced to Corpotel, Inc., FL, USA). Coordinated the IT tasks of customers, including Corpotel's. Managed a Call Center for customers in Florida. Managed, along with MIS-USA, the technical destiny of our company. Studied, adapted, and adopted new technologies to make more efficient different processes within the company. Supported users and solved problems via remote connections to Windows and Linux servers. Administered the company's ticketing system. Researched the best hardware to be purchased when deploying solutions. Kept Corpotel and its customers as clients after leaving Omicron in February 2007 (upon their request).
- 2005-2006 **Independent IT Consultant.**
Carbones del Zulia, S.A. (Government) Designed and implemented a full messaging solution (e-mail, webmail, IM, web server) under Linux, which also included security planning, such as firewall, web page filtering, antispam/antivirus and web page caching software.
Banca Superior de Loterías (Banking and Finance). Designed, laid out and implemented MySQL database servers, including backups, replication, and automation. Installed and configured Red Hat Linux servers, Cisco routers (1721, 1800).
Guasare Coal International, N.V. (Coal Trading). Installed and configured MS Exchange Server 2000/Windows 2000 Server (ADS, DNS, DHCP, POP/SMTP) as an independent internet node.
- 2004-2005 **Ingeniería Pulsar, C.A.** (IT Consulting) Technical Support Manager. Technical leader of the support team in charge of setting up, troubleshooting, and maintaining visualization systems (Silicon Graphics based), mass storage (Hitachi), and direct technical support to customers. Also supported the sales team with presentations.
- 2001-2003 **CecSoft, C.A.** (IT Consulting) Sales Manager. Responsible for the entire sales process, from first contact with customers to the delivery of the solution. Lead a team of five technical salesmen to company records in year 2001.
- 1997-2001 Network Manager and Consultant. Responsible for the design, layout, and implementation of major networking projects. Supported users over the phone on desktop applications/problems; advised General Manager on key IT decisions. Integrated solutions. Established first contact with customers. Managed fiber optics projects. Saved customers over \$100,000/year.
- 1996-1998 **Berlitz Languages, Inc.** (Languages and publishing) English teacher and business presentations instructor.

Hardware & Software

Software

Operating Systems: MS Windows, Mac OS, Sun Solaris, SGI Irix, BSD Unix/Linux (different flavours). Since 1991.
Programming languages: Basic scripting in unix/linux, PHP and Python. Since 1992.
Productivity tools: MS Office, Openoffice. Since 1992.
Graphics/Design: Adobe Products. Since 1995.
Databases: SQL, MySQL. Since 2004.
Networking/Internet: Lotus Domino/Notes, Exchange, TCP/IP, DNS, Active Directory, web servers, systems security. Since 1991.
Cisco Systems: Basic IOS: routing, NAT, firewall, and ACLs.

Hardware

Diagnostics, configuration, and troubleshooting of: PC's, Macintosh, HP/Compaq/Silicon Graphics/Sun Microsystems servers and workstations, Hitachi storage technologies, laser/inkjet printers, routers, switches, structure cabling, print servers, scanners, electronic scoreboards and systems, LANs, WANs, VPNs, wireless technologies.

2006-today National Open University (UNA) Maracaibo, Venezuela
9th semester of Systems Engineering

Education & Training

1992-1995 Northwestern University. Evanston, IL, U.S.A.
2½ years in the Department of Electrical Engineering and Computer Science as an electrical engineering major.

2001 IntraWare Advanced Topics in IP Engineering.
2004 Hitachi Data Systems Diagnostics, configuration, and troubleshooting of Thunder 95xx storage systems.

Skills

- Trilingual: Spanish, English, Italian (reading and understanding of Brazilian Portuguese, very basic knowledge of French).
- Experience in the preparation and delivery of presentations and public speeches.
- Unsurpassed grammar and writing in Spanish (good in English)
- Experience and ability in team-management.
- Thorough knowledge of the quality principles stated by W. Edwards Deming.
- Extraordinary ability to *learn*.
- Excellent financial analysis abilities.
- Advanced knowledge of accounting and auditing.
- Experience and patience to teach.
- Great knowledge of the design and application of statistical tests.
- Knowledge of Venezuelan tax laws and forms.
- Freelance graphics designer (pre-press, corporative image, ads, marketing).
- Photographer (www.fotosesion.com).
- Global vision for the delivery of solutions to problems even outside my field of expertise.

Other

- Troop/group Leader, Venezuelan Scouts Association.
- Instructor (rappelling, camping, and free climbing) in different youth organisations.
- Excellent knowledge of first aid and SAR.
- Lecturer in astronomy for camping groups.
- Judo player (Brown belt, medallist), footballer (forward, college champion, coach), baseball player (short-stop).
- One of the first Venezuelans to design a WEB page on the Internet (1993).
- Vice-president in 1994 of "Circolo Italiano", a student organisation at Northwestern University for people interested in the language and Italian cultures.
- Member in 1991-2 of Northwestern Volunteering Network as mentor (English and mathematics) for children at the South East Asian Centre in Chicago.
- Co-editor in 1991 of the Sunrise, a quarterly publication of the English Program for Internationals at the University of South Carolina.
- Will adapt to any environmental condition.
- Willing to work 24 straight hours if the deadline is tomorrow.
- Personal values: Honor, loyalty, service.