Helber Ramos



ADDRESS: 281 Sharpe Ave, Staten Island, NY 10302

PHONE: +1 (917) 231-8775

E-MAIL: helber82@gmail.com

Work Experience

Dedicated Support Engineer (05/2013 - Present)

Company: Novell (Micro Focus)

* Expert support of all NetIQ IAM products, even achieving to solve many chronic issues that no one on the same role have solved before.
* Oftentimes involved in very important decisions about Conception, Elaboration and Design of all environments using NetIQ IAM products. Many times providing game-changing solutions.
* Frequently interacting with other specialist engineers and developers from US and India for very complex problems fix, both helping and being helped.
* Also keep on developing all specific breakthrough solutions mentioned on my previous job, but in a more advanced scenario.

Access & Identity Management Consultant and Designer (09/2012 - 05/2013)

Company: Oi (Telemar / Brasil Telecom)

* Conception, Elaboration, Design, Preparation and Implementation of all environments using those Micro Focus products mentioned on my previous job.
* Also doing all the other activities mentioned on my previous role, but in a more advanced scenario.

Access & Identity Management Administrator (05/2006 - 09/2012)

Company: Oi (Telemar / Brasil Telecom)

* Team coordinator during one year, until be promoted to Consultant and Designer.
* Astonishing Implementation, Management, Administration and Monitoring of all NetIQ IAM products, especially these: NetIQ Access Manager, eDirectory, Identity Manager (DirXML), Sentinel, Novell Zenworks and Linux SuSE.
* Development of several bash/Shell scripts that revolutionized the environment, decreasing significantly the number of tickets. Sometimes using also Expect and PERL.
* Considerable development of many web tools that brought a much higher control of all environment and made the Support work much easier, reducing costs a lot.
* Constant interactions with network team and its equipments: F5 LTM, F5 GTM, Checkpoint, etc... Learning very much how to operate these devices as well as the whole network infrastructure.
* As a System Integrator Administrator, occasionally having to learn the other integrated systems, such as RACF, AD, OID, SAP, Databases and many others. Sporadically teaching these system's teams how their solutions work.
* Frequently handling skillfully many critical and complex incidents under customer's high pressure.

Internship in systems development, operation and maintenance (05/2004 - 01/2006)

Company: Brasil Telecom

* Wide data gathering automation development, using s3270, PHP and MySQL; for employment control, equipment monitoring, report generation and much more.
* Web tools development for systems and employees administration, report view, etc; using PHP, phpGACL and Javascript.
* Maintenance and configuration of the Linux servers hosting the developed web tools as well as ADSL system services.
* Configuration of some ADSL infrastructure equipment, such as DSLAMs and routers, in a huge network architecture.

PC Technician (05/1998 – 12/2005)

Company: Self-employed

* Assembly, Maintenance and Configuration of several desktop computers regarding both hardware and software.

Skills

**Soft Skills:**

Ability to work under pressure Adaptability & Flexibility Perseverance & Motivation Collaboration & Teamwork Problem Solving Initiative Self-taught Attention to Detail Innovation Analytical Thinking

**Technical Skills:**

NetIQ Access Manager NetIQ eDirectory NetIQ Identity Manager (DirXML) NetIQ Sentinel Novell Zenworks LDAP SAML 2.0 OAUTH WS Federation XML Active Directory MySQL Reverse Proxy Apache XSLT Linux/Unix Bash/Shell Scripting LAN Wireshark TCP/IP SSL/TLS Certificates F5 LTM Load Balancing Nagios Java Python Javascript C/C++ PHP HTML5 CSS JSON Visual Basic Pascal Assembler Expect Perl Docker Data Mining

Education

BS in Network Engineering (03/2001 – 12/2005)

University of Brasilia (UnB)

Certifications

CompTIA A+

IELTS

Languages

English (Proficient/Fluent)

Portuguese (Native)

Spanish (Beginner)

*Obs.: Sponsorship required to work in the US*