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ROBERTO JESÚS VARGAS DELGADO



IT MANAGER

Panamanian, 35 years old

PROFESSIONAL SUMMARY

An IT Manager with 12+ years of experience, combining a deep understanding of technology with a strategic approach to align business objectives with IT initiatives. Expertise in server management, network administration, and project management, with a proven ability to deliver optimal results in tech support and front-end web design. Demonstrated success in streamlining operations, enhancing system security, and driving efficiency through innovative solutions. Strong commitment to leveraging technology for business success, with a focus on providing a seamless IT experience.

EMPLOYMENT HISTORY

AUG 2015 - PRESENT

IT Manager, Grupo Valencia, Panamá

Summary: Highly motivated and results-oriented IT Manager with a proven track record of aligning business objectives with technology solutions. Skilled in integrating systems across departments, implementing security measures, and managing IT projects to optimize efficiency and achieve KPIs. Possesses strong technical expertise in various areas, including software development, server management, cloud systems, network administration, and user support.

Key Achievements:

- **Enhanced business value:** Successfully aligned IT initiatives with business goals, ensuring optimal utilization of technology and applications.
- **Streamlined operations:** Integrated computer systems across departments, improving accessibility and security for digital assets.
- **Increased efficiency:** Automated processes and tracked KPIs to drive productivity and performance.
- **Managed diverse projects:** Led and executed IT projects effectively, ensuring timely completion within budget.

Specific Responsibilities:

- **Software Development:** Designed and developed full-stack software applications to meet business needs.
- **Server Management:** Managed Hyper-V and VMware servers (on-premise and cloud) for optimal performance and security.
- **Cloud Systems:** Administered cloud infrastructure and services to leverage scalability and cost-effectiveness.
- **IT System Management:** Oversaw the entire IT infrastructure, ensuring smooth operation and adherence to best practices.
- **Asset Management:** Maintained an accurate inventory of IT assets and implemented preventive maintenance procedures.
- **Security:** Implemented and managed CCTV systems, UPS installations, and cloud-based security solutions.
- **Project Management:** Led technology projects, including user management systems, hotspot systems, radio frequency systems, and access control systems.
- **User Support:** Provided technical support to users at all levels, ensuring their productivity and satisfaction.
- **Network Administration:** Administered cloud-based mail systems, domains, hosting, SSL certificates, and network infrastructure.
- **Team Leadership:** Managed a team of four IT professionals, providing guidance and fostering collaboration.

Additional Skills:

- Project Management Methodologies (Agile, Waterfall)
- IT Service Management (ITIL)
- Network Security Protocols and Best Practices
- Excellent communication and interpersonal skills
- Strong analytical and problem-solving abilities

EMPLOYMENT HISTORY

JUN 2014 – AUG 2015

IT Senior Tech Support, Hidroca Panamá, Panamá

Summary: Thrived in a fast-paced environment providing comprehensive IT support across diverse systems and user needs. Proven ability to troubleshoot, resolve issues, and maintain smooth technological operations for the entire company. Skilled in hardware and software configuration, network administration, security management, and user training.

Key Achievements:

- **Enhanced system uptime and stability:** Managed and administered critical systems like SAP, web servers, security systems, and network infrastructure, ensuring optimal performance and minimal downtime.
- **Provided exceptional user support:** Delivered first-line support to all users, resolving hardware, software, network, and system-related issues promptly and efficiently.
- **Streamlined operational efficiency:** Implemented backup solutions, created IT documentation, and managed equipment purchases and maintenance, fostering efficient IT operations.
- **Spearheaded innovative projects:** Installed and administered Mac servers, iPad profiles, virtual servers, and energy banks, leading to improved functionality and user experience.

Specific Responsibilities:

- **System Administration:** Managed SAP, web (mail and hosting), access control, attendance control, video security, antivirus, label system, telephone system, and structured cabling.
- **User Support:** Resolved technical issues for users regarding computers, printers, network, phones, programs, and systems.
- **Advanced Server Management:** Administered MAC servers, virtual servers (Hyper-V and VMware), and physical servers.
- **Data Backup and Security:** Implemented and maintained data backup solutions using Data Protection Manager and tape backups.
- **Knowledge Management:** Created IT policies, manuals, and video tutorials for user training and knowledge sharing.
- **Project Management:** Successfully led and executed technology projects like energy bank installation and iPad profile administration.
- **Equipment Management:** Managed the purchase and maintenance of computer equipment, servers, and telecommunications equipment.

Additional Skills:

- Proficient in various IT systems and technologies (SAP, macOS, Hyper-V, VMware, network protocols, backup solutions)
- Excellent communication and problem-solving skills
- Strong ability to adapt to new technologies and learn quickly
- Detail-oriented and organized

EMPLOYMENT HISTORY

JUL 2013 - JUN 2014

Tech Support & Infrastructure, SEMUSA, Panamá

Summary: Delivered comprehensive IT support and infrastructure management across diverse systems, ensuring smooth operations and user satisfaction. Expertise in backup solutions, Active Directory, network security, antivirus management, software/hardware support, and technical documentation.

Key Achievements:

- **Enhanced system stability and security:** Implemented and maintained comprehensive backup solutions with daily monitoring, ensuring data protection and rapid recovery.
- **Streamlined user support:** Established and managed a Help Desk system, providing efficient technical support to internal users for hardware, software, and network issues.
- **Optimized security protocols:** Managed Active Directory for user permissions, implemented and monitored antivirus solutions, and configured firewalls and VPNs for robust security.
- **Improved network performance:** Monitored and managed the network, optimized firewall policies, and implemented anti-spam solutions to ensure smooth and secure user access.
- **Enhanced knowledge base:** Created and maintained a comprehensive technology catalog with diagrams, documentation, and manuals for user training and knowledge sharing.

Specific Responsibilities:

- **System Administration:** Managed backups with BackupExec, VMware, and NAS storage, ensured Active Directory user management, and monitored antivirus solutions.
- **Network Security:** Configured firewalls, VPNs, and access control policies, maintained anti-spam filters, and secured mobile devices.
- **Data Center Management:** Monitored environmental factors, controlled access, and managed preventive maintenance procedures.
- **VoIP Communications:** Administered the Asterisk VoIP system for efficient internal communication.
- **User Support:** Resolved technical issues through the Help Desk, performed hardware/software maintenance, and provided user training.
- **Network Management:** Administered network printers, implemented Lexmark network configurations, and monitored overall network performance.
- **Project Management:** Utilized Dot Project System for quarterly and annual projects, and managed outsourced IT solutions.
- **Documentation and Compliance:** Maintained documentation and logs, and ensured adherence to established ISO processes.

Additional Skills:

- Proficient in various IT systems and technologies (BackupExec, VMware, Active Directory, ESET Antivirus, WSUS, Asterisk, LEXMARK NETWORK, Dot Project System)
- Excellent communication, problem-solving, and organizational skills
- Strong focus on user support and knowledge sharing
- Ability to work independently and as part of a team

EMPLOYMENT HISTORY

APR 2012 - JUN 2013

IT Manager, dChain, Panamá

Summary: Led all aspects of IT infrastructure and operations, ensuring optimal performance, security, and user support. Expertise in server management, network administration, technical support, and process improvement. Managed a team of one, fostering collaboration and achieving key organizational goals.

Key Achievements:

- **Elevated system uptime and security:** Implemented robust server management practices, including maintenance, monitoring, and disaster recovery planning, ensuring reliable performance and data protection.
- **Optimized network infrastructure:** Configured and managed routers, firewalls, switches, and structured cabling for efficient network connectivity and bandwidth allocation.
- **Delivered exceptional user support:** Resolved hardware, software, and network issues for both internal and external clients, ensuring their productivity and satisfaction.
- **Streamlined operations:** Implemented a Help Desk system and improved inventory control processes, optimizing efficiency and cost management.

Specific Responsibilities:

- **Server Management:** Reviewed and diagnosed hardware and software, maintained Windows and Linux servers, implemented and administered server racks, and ensured UPS and backup battery functionality.
- **Network Administration:** Configured Windows and Linux servers, network devices, and structured cabling, monitored network flow, bandwidth, and IP assignments, and managed the telephone center.
- **Technical Support:** Provided internal support for desktops, laptops, tablets, and cell phones, remotely assisted users, and installed IP cameras and surveillance systems. Offered external support services, including device repair/installation, technological advice, hardware/software installations, and network/cabling setups.
- **Administrative Support:** Managed IT inventory, processed equipment quotes and purchases, controlled and reported on mobile devices, handled parts orders and RMAs, generated reports and tracking sheets, and implemented and managed a Help Desk system.
- **Team Leadership:** Provided guidance and support to one IT assistant, fostering a collaborative work environment.

Additional Skills:

- Proficient in server administration, network protocols, hardware/software troubleshooting, and user support
- Strong communication, leadership, and organizational skills
- Ability to prioritize tasks, work independently, and manage multiple projects simultaneously
- Experience with Help Desk systems and inventory management practices

EDUCATION

JAN 2018 - PRESENT

Ingeniería en Informática con énfasis en REDES, Universidad Interamericana de Panamá (UIP), Panamá

Computing / Technology

JAN 2001 - DEC 2007

Bachiller en Ciencias con Énfasis en Informática, Colegio San Martín de Porres, Panamá

Bachelor Degree

SKILLS

Fullstack Development



Project Management



Hotspot System



Front End Web Design



Structured Cabling



Tech Support



Asset Management



Cloud-based mail systems



System of Video and Security



MAC Servers



SKILLS

Data Protection Manager
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VoIP Communications Network
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Server Management
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Access Control System
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Help Desk Management
●●●●●

Network Administration
●●●●●

LANGUAGES

Technical English
●●●○○

Spanish
●●●●●

Oral English
●●●○○

REFERENCES

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Ing. Juan Boschetti
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COURSES

JUN 2023 - NOV 2023
Full Stack Developer Certification at 4Geeks

AUG 2023 - AUG 2023
Aden Business School

MAY 2020 - MAY 2020
Google IT Support Professional Certificate at Google

SEP 2017 - SEP 2017
Mikrotik Certified Network Associate at Mikrotik

LINKS

Roberto Vargas Portfolio

Github

Linkedin

HOBBIES

When I'm not crafting code, you'll find me seeking inspiration on sun-kissed beaches, immersing myself in diverse cultures through travel, and pushing boundaries through creative coding projects. Whether it's collaborating with fellow explorers to navigate a new city or dissecting film narratives to understand user journeys, I actively cultivate soft skills like communication, adaptability, and problem-solving. These experiences fuel my passion for creating intuitive and engaging user experiences in my full-stack development role, ensuring every line of code translates into impactful solutions.