



Alberto Rafael Santa Maria Norabuena

Data & IT Manager | Project Management | Digital Transformation Specialist

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Professional Summary

Information Technology & Telecommunications professional with over 15 years of experience. Expert in leading multidisciplinary teams and managing projects, Proven track record in aligning software development initiatives with organizational goals, including mission-critical services (Datacenters) and process optimization. Proficient in designing and developing innovative solutions aligned with corporate objectives.

In recent years, I have expanded my expertise in developing and managing software solutions, grounded in project management best practices.

Core Competencies

- **Team Leadership:** Leading cross-functional teams (Front-end/Back-end, QA, DevOps), ensuring on-time delivery of complex projects.
- **Software Project Management:** Agile/Scrum methodologies, resource allocation optimization, and alignment of software initiatives with organizational objectives.
- **Stakeholder Communication:** Effective collaboration with stakeholders at technical and executive levels to bridge business and technical requirements.
- **Technical Knowledge:** Hands-on expertise in Power BI (data visualization), Python (automation), Docker (containerization), and Django (backend development).

Professional Experience

NOC Software Initiative Leader / TAC Manager

Gilat Networks Peru – Lima

2023 – Present

Led end-to-end delivery of software projects, including front-end/back-end development, by managing sprint planning, backlog prioritization, and iterative development cycles. Ensured alignment with organizational KPIs through continuous stakeholder collaboration.

Led the SDLC of a Python-based automation framework for network monitoring tools, cutting incident resolution time by 30% (45min to 30min).

Collaborated with stakeholders to define project scope, budgets, and timelines, while preparing and delivering presentations for senior management that highlighted key metrics such as monitoring KPIs, incident analysis, and continuous improvement plans.

NOC Manager – NOC Software Initiative Leader

Gilat Networks Peru – Lima

2014 - 2023

Implemented in-house digital transformation strategies to optimize monitoring and supervision processes in NOC, integrating innovative solutions for event detection and incident management, achieving significant savings in monitoring tools.

Directed end-to-end automation projects (Python, MySQL, Grafana) to streamline critical workflows, reducing average response time and enhancing operational efficiency

Large-Scale Infrastructure Coordination: Managed cross-functional NOC teams to support 8 mission-critical Datacenter facilities in Peru, implementing standardized Fault Management Processes

NOC Supervisor

Gilat Networks Peru – Lima 2012 - 2014

NOC Engineer abroad

Gilat Networks Peru – Ivory Coast 3 months/ Morocco 6 months / Brazil 3 Months

Projects Leadership & Automation Initiatives

Custom Ticketing System Development: Led the design and implementation of a tailored ticketing system aligned with the specific needs of a telecommunications company. Utilized Django for backend development and Angular for the frontend, enabling seamless tracking, prioritization, and resolution of service requests and enhanced user satisfaction through intuitive UI/UX design.

Incident Resolution Framework: Designed and implemented a scalable Python framework for network monitoring, cutting incident resolution time by 30% (45min → 30min) and improving SLA compliance from 90% to 94%.

End-to-End Event Monitoring System: Led the design and deployment of a custom automation platform in Python for real-time event monitoring, streamlining fuel recharge requests,

verification workflows, and closure protocols. Reduced manual reporting efforts by 80% through automated workflows.

Network Diagnostics Automation: Managed a Python-based automation project to optimize network troubleshooting, slashing resolution time from 20 minutes to 5 minutes via integration with monitoring tools (e.g., Nagios, SolarWinds).

Public Tender Micro-SaaS Development

Designed and implemented a functional landing page and backend using Django, offering an efficient platform for public tender management.

Multiweb Development

Design and implementation of Wordpress-based websites

Education

MBA in Software Engineering

University of Sao Paulo (USP) – Brazil – 2023 - Ongoing

Master's in strategic business administration

Pontifical Catholic University of Peru (CENTRUM) – Peru – 2012 - 2015

Diploma in Project Management (PMI Framework)

Quality Institute – Pontifical Catholic University of Peru - 2012

Bachelor of Electronic Engineering

San Marcos National University (UNMSM) – Peru – 2007

Certifications

ITIL® Certification (No. GR750068218AS)

Languages

English: Intermediate

Portuguese: Advanced

Spanish: Native

Technologies and Tools

Languages and frameworks: Python, Django, Power BI, Docker

Methodologies: Agile, ITIL, PMBOK

Systems: Network monitoring, Linux, databases (MySQL), automation tools