Alfonso Torres
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RESUME

Senior Data Analyst Profile

- Analytical thinker with 10 years of experience conducting **Analytics, Metrics, KPI's** for IT Operation, ITSM and special **retail, logistics and software implementation projects. Personal Goal to Transfer my Skills, Knowledge, Experience and Growth Potential to a Full Analytics Position within Microsoft**
- Experience as an IT professional working in different sectors: **Public, Private**, **Retail, Logistics, Software**
- Knowledge of **Python, C#, SQL, R, Azure, Power BI, Tableau, Jira, Confluence**
- Empathetic Team Leader, experience managing, coaching, hiring and resolving conflicts in teams
- 10 years of experience working as an IT manager, including a world class Retail, Transportation services provider, a successful law firm in Vancouver and a document management software company in Burnaby
- Demonstrated ability to migrate, deploy and manage Cloud infrastructure and systems in **Azure**
- Vast experience with hardware, software and IT budget and services procurement, network security and hardware and software configuration. ITIL based Management practice including radio communication networks
- ITIL 4 based Infrastructure Administration, Agile Project Implementation
- Track record for implementing, optimizing, and maintaining high-performance and high availability mission critical systems, server architecture, interconnected offices and VOIP systems
- Project Management, Vendor Management and excellent communication skills, experience working with all levels of users, Directors and Stakeholders to facilitate project implementations, support and training
- Exposed to diverse internal and external technical environments, recognized for the ability to manage multiple tasks simultaneously
- Trained Professional, not only technical courses but also leadership and administration

Data Analytics Certifications

1) **Google Data Analytics (completed)**
2) **Google Advanced Data Analytics Professional Certificate (undergoing)**
3) **Different Courses on Azure, SQL Server, C#, Power BI Power BI, Amazon ML.**

Analytics Online Portfolio from DA Certifications

1) **https://github.com/alftorre/DA-Portfolio-Cyclistic** Data Analysis project for a bike rental company to support strategy to convert casual riders into annual members

2) **https://github.com/alftorre/DA-Portfolio-Automatidata** Build a regression model for the NY Taxi Commission that predicts taxi cab fares before each ride

3) **https://github.com/alftorre/DA-Portfolio-TikTok** Build a Machine Learning Model for Claims Classification Proposal

4) **https://github.com/alftorre/DA-Portfolio-Waze** Create a Machine learning model that predicts user churn Proposal

5) **https://github.com/alftorre/DA-Portfolio-Python-Jupyter-Notebooks** Using Python, Numpy and Pandas for Data Analytics

6) **https://github.com/alftorre/Da-Portfolio-R-Programs** Using R language to analyze datasets to Generate statistics and visuals

7) **https://public.tableau.com/app/profile/alfonso.torres/vizzes** Sample dashboards created on this platform

CAREER EXPERIENCE

BestBuy Canada https://www.bestbuy.ca/en-ca/   Jul 2021 – Current

Technology Leader and IT Manager for Retail Infrastructure

Description of the company: Best Buy Canada is a major retailer selling electronics, appliances, and other tech-related products. 165 Stores across Canada with a wide variety of brands in-store and online, from computers and televisions to cell phones and video games. They also offer services like installation and repairs through their Geek Squad.

User Base: 9,000 users plus external customers both from stores and website

Environment: Azure, VMware, Citrix, Genetec, Windows Server, Linux, OpenShift, Java, Algolia, SQL Server, Exchange, Office 365, MECM, Active Directory, Service Now, CISCO, PowerBI, Jira, Confluence

Responsibilities
- Manage and motivate an IT Team of 10 people. Recruit, coach, onboard, train and develop a career path for IT personnel
- Deliver the infrastructure and operation of Stores including network, datacenter and comm room
- Create Vendor Management Program to improve incident resolution levels
- Implement Technology Roadmap for Retail Infrastructure
- Facilitate leadership meetings with senior directors to define corporate objectives and goals
- Develop and implement disaster recovery and business continuity plan

- Document Architecture, SOPs and Playbooks to standardize the operation of the department
- Delegate projects and advanced support to senior members of the team
- Conduct Weekly Standups with the team to follow up of projects and operation, plus 1 on 1 cadence meetings with Team members to provide feedback
- Present complex technical information to Senior Directors
- Manage the inventory and purchase store equipment (SW, servers, Telecom, Desktops, Registers, printers)
- Manage IT budget, vendors and maintenance/licensing contracts for hardware and software

Tools: PowerShell, MECM, power BI, Ansible, Azure, VMWare, Service Now, SharePoint, Office 365, Teams, Active Directory, Project, Miro, Visio, Visual Studio, Jira, Confluence

Accomplishments:

Awarded MVP recognition in November 2024

Data-Driven Operations: Spearheaded migration of critical retail systems to Azure Cloud, reducing incident resolution time by 50% through analytics and Power BI dashboards.

BI Optimization: Redesigned KPI dashboards using Power BI, enabling real-time insights into store platform performance   for 165+ locations.

Cross-Functional Leadership: Partnered with senior directors to align IT infrastructure with corporate objectives, streamlining data flows and improving cross-departmental collaboration.

Process Improvement: Reduced external vendor ticket resolution time from 3 months to 2 weeks by implementing automated monitoring tools and data-driven incident management.

First Transit https://www.firsttransit.com/   Aug 2018 – June 2021

IT Manager

Description of the company: First Transit, Inc. is a United States-based subsidiary of FirstGroup that supplies precision, efficiency, innovation, and all-around expertise in public and private transportation systems. For over 60 years, First Transit has been recognized as an industry leader with award-winning transportation operations, maintenance, and administration.

Headquartered at 600 Vine Street, Cincinnati, Ohio, First Transit operates over 300 locations, carrying more than 350 million passengers annually throughout the United States in 39 states, Puerto Rico, Panama, India and four Canadian provinces.

User Base: 300 users in six locations: Cloverdale, Maple Ridge, Coquitlam, Richmond, North Burnaby, Vancouver, also serving other First Group sites in Canada.

Environment: Azure, VMware, Windows Server, SQL Server, Exchange, Office 365, Active Directory, Symantec, Service Now Helpdesk and Telecomm services, CISCO Meraki, Mitel

- **Responsibilities**
  - Manage an IT Team of 5 people. Coach, train personnel and develop a career path for IT personnel
  - Manage the operation of the datacenter in the Azure Cloud and the DR Datacenter in Cologix
  - Elaborate of KPI to monitor service level agreements
  - Participate in leadership meetings with senior management to define corporate objectives and goals
  - Develop and implement disaster recovery and business continuity plan
  - Conduct On boarding process for new staff (equipment procurement, user setup)
  - Reorganize and recable the network operations center to increase efficiency and manageability
  - Maintenance of the firewall rule base, overall network security, development of VPN connections between company and customer locations, firewall monitoring and alert monitoring
  - Migrate main transactional application to Azure, manage and maintain the SLAs for cloud apps
  - Migrate company information into SharePoint online/office 365, validate FOIPA compliance
  - Define a redundant backup policy and monitor daily backups
  - Implement ITIL methodology and processes in the Canadian Division
  - Route support request to helpdesk and monitor and control ticketing system
  - Purchase replacement equipment (servers and pc's), software and other equipment (headsets, projectors, faxes, copy machines, scanners, etc.)
  - Manage IT budget, vendors and maintenance/licensing contracts for hardware and software

  Tools: Azure, Trapeze, SharePoint Online, Office 365, PowerShell, Symantec, Mitel, VMWare, C#, Active Directory, Project, Visio, Visual Studio

Accomplishments:

Azure Migration & Analytics: Led migration of transactional applications to Azure, achieving 99.9% SLA compliance and enabling self-serve analytics for 300+ users.

KPI Development: Designed a real time OTP dashboard to monitor service-level agreements (SLAs), improving on-time performance by 10%.

Data Governance: Ensured FOIPA compliance during SharePoint Online migration, establishing secure data access protocols for sensitive customer information.

MacLean Law www.macleanlaw.ca   Aug 2016 – Jul 2018

IT Manager

Description of the company: MacLean Law was founded in 1983 by Lorne MacLean, Q.C. Initially built on Lorne's passion and calling for family law, the firm has experienced robust growth since its early beginnings and today is consistently rated as one the top legal firms in Canada. Delivering legal services in family law, personal injury, motor vehicle accidents, dental and medical malpractice, estate litigation, media and entertainment law and general litigation services.

User Base: 60 users in four offices: Vancouver, Surrey, Kelowna and Fort Saint John.

Environment: VMware, Windows Server, SQL Server, Exchange, Office 365, Active Directory, ProLaw, Time Slips, Open DNS, Amicus, Worldox, Acronis, Copytrak, Dragon, ESET Antivirus, Cisco Umbrella

- **Responsibilities**
  - Consult and advise senior management of current and future security threats and appropriate security countermeasures to combat against unauthorized access to IT assets
  - Develop and implement disaster recovery and business continuity plan
  - Redesign and manage the datacenter
  - Setup new users in Azure AD, Directory, IP Telephony copytrack and prolaw
  - Implement VPN access with Cisco AnyConnect, supporting remote users while meeting client's security requirements
  - Define a redundant backup policy and monitor daily backups
  - Provide helpdesk support (local and remote) for end users including windows, Microsoft office, worldox, amicus, prolaw, copytrack, eset, dragon and telephony
  - Purchase replacement equipment (servers and pc's), software and other equipment (headsets, projectors, faxes, copy machines, scanners, Dictaphones, etc.)
  - Manage IT budget, vendors and maintenance/licensing contracts for hardware and software
  - Escalate server troubleshooting with Microsoft and VMWare tier 1 specialist when necessary

Tools: Azure, PowerShell, Eset, Lepide, Acronis, VMWare, C#, Active Directory, Project, Visio, Visual Studio
Accomplishments:

Security Analytics: Implemented DNS-antivirus strategies and Azure Active Directory, reducing cyber threats by 40% through proactive data monitoring.

Cloud Integration: Deployed Azure-based domain authentication solutions for remote users, ensuring compliance with client security requirements.

FileHold Systems Inc. https://www.filehold.com/   May 2011 – July 2016

Technical Support and Consulting Manager

 Description of the company: Canadian Document Management Software Company headquartered in Burnaby that implements solutions with a system called FileHold, a full-featured document management software for any size of business

User Base: Customer base of 300 accounts worldwide

Environment: Salesforce, Windows Server SQL Server 2005, 2008, 2012, Hyper V, VMWare VSphere, Citrix, Azure, AWS, Rackspace
- Took initiative to learn Cisco Router management and supported the operation of the network
- Install and troubleshoot cloud installations of the software in Azure and AWS environments
- Administer the company's network, server room and applications, router and switch configuration, monitor telephony, develop and implement server virtualization plan, manage centralized storage and backups, maintain SQL server and application databases, use PowerShell to manage OS, Active Directory and Virtualization, service international customers

Tools: Salesforce, Azure, AWS, System Center Virtual Machine Manager 2012, VMWare, System Center Configuration Manager 2012, IIS 7, IIS 8, Power Shell 3 and 2012, Windows Domains and active Directory

Accomplishments:

Data Platform Management: Optimized SQL Server databases and cloud installations (Azure/AWS) for 300+ global clients, including U.S. Department of Energy.

Process Automation: Reduced technical support response time by 50% through Salesforce case management and PowerShell scripting.

EDUCATION

- **B.S. in Computer Science**, Minor in Finance.

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Courses and certificates

Detailed listing of courses with Diplomas in additional document enclosed with application documents

Clifton Leadership Strengths by Gallup Group

Leadership Strengths:

Strategic	Ideation	Communication	Positivity	Learner

Diploma and detailed result of leadership skills evaluation in additional documents enclosed with application documents