

**Andres Alfonso  
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## Profile

Information technology professional with an extensive expertise in hardware, software, network administration and broad international and domestic experience.  
Proven abilities in defining requirements, achieving targets and developing solutions.  
Advanced IT skills that have been acquired through establishing and developing IT Projects.  
Fast learner, teamwork motivator, always striving for knowledge, self-starter, highly organized, detail oriented and self-motivated with good capability in taking decisions.

## Advanced Skills and Knowledge Areas

- IT Project Management (PMI Framework)
- Data Analysis and Reporting
- Budget Monitoring
- Analyze and improve business processes
- Security
- Disaster Recovery
- ITIL
- Technical Support
- Hardware and Software installation configuration and fine tuning
- Network Administration
- Network and infrastructure design
- Windows 7, Windows 2008 R2 Server
- Server virtualization
- Mac OS X
- Mobile platforms RIM and iOS
- Programming HTML5/JavaScript/jQuery
- Programming Objective-C/Xcode/Cocoa Touch
- SQL language
- Microsoft BI/SSRS

## Professional Experience and Achievements

### **ICT Officer P2 / Business Information – September 2012 up to date**

#### UNICEF, New York-USA

Team member of the Business Information group in charge of the data quality, end user support and call management for the various products.

- Performed third line support for the Performance Management products (reports and dashboards)
- Responsible for analyzing and provide detail specifications of new change requests and discover user requirements.
- Provided statistics on the usage of tools and the support systems.
- Performed data quality review of the products against the source data in SAP.
- Develop and manage the SharePoint documentation site. Develop BI application and perform unit testing

#### Achievements

- Restructured the support systems of the section
- Developed logging system and provided key statistics on the usage of the reports and dashboards
- Proposed and designed new reports and improvements over the existing reports and

dashboards

- Developed the "Finance and Administration" dashboard in SSRS. Developed prototypes of mobile and self service BI applications
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### **Product Manager (Networking) – June 2012 – September 2012**

DMC S.A., Santa Cruz-Bolivia

Manager responsible of the networking area in the master distributor DMC

- Develop a business model for the networking line of products
- Support and presales to associated channels
- Establish the logistics and monitoring system of the products

#### Achievements

- Develop a marketing strategy for the networking products
- Support the HP Networking release event
- Introduce the HP Networking line of products in the Bolivian market

### **Sothern Cone ICT Officer P2 – March 2009 – March 2012**

UNICEF, Buenos Aires-Argentina

Responsible for the whole UNICEF Southern Cone ICT infrastructure (Argentina, Chile and Uruguay).

- Infrastructure administrator / 3 Offices, 22 Servers, 130 users, 5 supervisees.
- Monitored and executed 350,000 US\$ in planned ICT activities from 2009 to 2011.
- Provided advice and oversight in ICT matters for the three countries.
- Act as Security Focal Point, Business Continuity Coordinator.

#### Achievements

- Implemented new IT procedures and controls using ITIL best practices.
- Migrated the infrastructure to Windows Server 2008 R2, Windows 7, Lotus Notes 8.5.
- Performed planning, network design and security in the Southern Cone offices.
- Installed and managed Blackberry local infrastructure.
- Installed and managed Remote access systems Citrix and Windows Terminal.
- Designed and implemented new structured wiring and a new datacenter in Argentina.
- Implemented new PBX systems in Argentina and Chile

### **ICT Officer NOB – December 2005 – March 2009**

UNICEF, La Paz-Bolivia

Responsible for the whole ICT infrastructure in the UNICEF field offices in Bolivia (La Paz, Cochabamba plus 6 zone offices).

- Infrastructure administrator / 2 Offices, 4 zone offices, 10 Servers, 100 users, 6 supervisees.
- Monitored and executed 650,000 US\$ in planned ICT activities from 2006 to 2008.
- Acted as Security Focal Point and Business Continuity Coordinator.

#### Achievements

- Negotiated various communication service contracts.
- Redesigned and implemented the new datacenter in La Paz.
- Established a new ICT staff structure in the country office and zone offices.
- Implemented new reports and controls in the administrative and programme areas.
- Trainer in ProMS and Cognos tools in regional workshops.
- Migrated the infrastructure to Windows 2003 and Lotus Notes 6.5.
- Installed and managed Citrix infrastructure.

- Proposed and implemented the PBX migration in La Paz and Cochabamba
- Redesigned the ICT infrastructure in Cochabamba suboffice.
- Created the interagency ICT working group.

### **Cognos Analyst / Global Help Desk Analyst – June 2004 – May 2005**

#### UNICEF, New York-USA

Responsible for the analysis and QA of the Briefing Book version 300, set of Cognos reports (Impromptu and PowerPlay) for UNICEF field Offices worldwide.

Team member in the GHD second line business.

- Performed second line support for business matters (ProMS, PnP, Cognos, FLS).
- Performed first line support for technical matters (software, hardware).
- Analyzed existing business requirements for new reports.
- Performed full QA review of the product.
- Tested the multidatabase winters solution.

#### Achievements

- Participated in the Beta tests of corporate systems ProMS 5 and ProMS 6.
- Proposed improvements and new codes in Service Desk in order to improve the follow-up of incidents
- Optimized and reformatted 120 existing reports.
- Developed 12 new Impromptu and PowerPlay reports.
- Conducted the reporting session in the ProMS 6 workshop.
- Proposed changes in the ProMS sysadm module and system folder structure to improve the cubes generation and future upgrades.

### **IT Assistant GS5 / Budget Assistant GS6 – June 1998 - November 2005**

#### UNICEF, La Paz-Bolivia

Support the ICT section and Responsible for the budget monitoring and implementation in the UNICEF Bolivia field office.

- Supported the network administration / 2 offices, 6 Servers, 60 users.
- Performed budget analysis monitoring to support management decision-making.
- Monitored donor's reports schedule and provided guidance in the financial section of the donor's reports.

#### Achievements

- Implemented structured wiring in the 7-floor building.
- Conducted the migration to Windows NT from Novell and Lotus Notes from ccMail
- Implemented a Codan HF network
- Installed new corporate system ProMS.
- Provided user support in ProMS, PnP, Cognos, and standard applications.
- Analyzed the management report requirements and developed the management report package using Cognos tools.
- Implemented new reports and controls in the administrative and programme areas.
- Acquired high knowledge of the organization programmes as well as of the rules and administrative procedures in the human resources, finance and supply areas.

### **Information Technology Consultant - November 1997 - May 1998**

#### UNDP, La Paz-Bolivia

- Designed and develop indicators software based on SQL Server with web interface.
- Implemented new reports and controls in the administrative area.

- Supported the network administration / 3 Servers, 80 Users.

### **Support Engineer and Presales - March 1996 - October 1997**

*DIMA Ltda, La Paz-Bolivia*

Support Engineer at Dima's support division.

- Engineer in charge of the support and presales of hardware and software in government and private sector clients.
- Managed and supported client's infrastructure (desktops and servers) based on Windows and scoUnix.
- Install and troubleshoot client's network infrastructure.

## **Professional Experience and Achievements – International Missions**

### **ICT Manager (on mission) – August 2010 – September 2010**

*UNICEF, Port au Prince-Haiti*

Special assignment as responsible for the whole ICT infrastructure in the UNICEF office in Haiti

- Infrastructure administrator / 8 Servers, 200 users, 7 supervisees
- Supported the emergency operations in the country
- Participated in emergency cluster meetings

### **ICT Specialist (on mission)– September 2008 – December 2008**

*UNICEF, Dar-es-Salaam-Tanzania*

Special assignment as responsible for the whole ICT infrastructure in the UNICEF field offices in Tanzania

- Infrastructure administrator / 4 Offices, 14 Servers, 120 users, 3 supervisees
- Supported the Zanzibar suboffice set-up
- Participated in the One UN metropolitan network design
- Reorganized the main datacenter in Dar-es-Salaam
- Identified the electrical problems with 3 diesel generators and a Central 96Kva UPS

### **IT Assistant Officer (on mission) – March 2002 to June 2002**

*UNICEF, Guatemala City-Guatemala*

Special assignment to support IT requirements in the Guatemala field office.

- Infrastructure administrator / 6 Servers, 50 users, 2 supervisees.
- Implemented new IT and Administrative procedures and controls.
- Implemented Lotus Notes, restructured the LAN and maintained CheckPoint firewall.

## **Education & Professional Development**

<b>Master IT</b>	Master degree in Strategic Direction using Information Technologies obtained at "Universidad de Leon - Fundación Universitaria Iberoamericana" in Leon-Spain. Thesis on "ITIL"	2006-2009
<b>Bachelor IT</b>	Bachelor degree in Information Technology obtained at "Universidad Mayor de San Andrés" in La Paz-Bolivia. Thesis on	1992-1998

"Network Protocols".

<b>MCSE</b>	Microsoft Certified Systems Engineer at "VUE"	1999-2000
<b>MCTS</b>	Microsoft Certified Technology Specialist at "Prometric"	2012
<b>ITIL</b>	ITIL version 3-Foundation Certificate at "EXIN", Bogota- Colombia	2009
<b>ITIL</b>	ITIL-Foundation Certificate in IT Service Management at "CEC Europe", New York-USA	2004
<b>HPN</b>	HP Sales Certified – Networking at "VUE"	2012
<b>English</b>	English Interpreter at "Natural Learning Corporation (NLC)", La Paz-Bolivia.	2002-2003

### Training Courses

- Project Management under the PMI framework (ADEN Business School, Bolivia, May 2012)
- Windows Server 2008 R2 (ITCollege, Argentina, November 2011)
- ITIL Foundation (Exin, Colombia, October 2009)
- Emergency Communications (SCRC, Sweden, October 2007)
- ITIL Foundation (CEC Europe, USA, July 2004)
- DevInfo/InfoLAC database Administration (InfoLAC, Panama June 2003)
- Lotus Domino/Notes Administration (DBM, Panama, October 2001)