**Javier Canzobre**19214 sw 4th st, Pembroke Pines FL 33029  
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| PROFILE |

**IT Director / Senior Manager***Focused on providing value to clients in intensely competitive industries*  
  
Accomplished and dedicated IT Director with over 30 year of experience on Enterprise environments for Fortune 100 companies and proven progressing responsibility in Information technology. Leading the design, development and delivery of complex projects and high-performance solutions providing vision on process improvements and automation. Highly skilled in building great teams and aligning their efforts with organization goals. An Impassioned team leader who mentors with purpose and understands that strong working relationships create teams and produce exceptional results. Possesses deep understanding of the information technology ecosystem, highly focused on constant improvement.

Strategic Leadership • Outsourced Contract Management • Operational Effectiveness  
Quality Assurance • Data Center Operations • Customer Service Excellence  
ITIL Methodology • Budget Management • Vendor Negotiations

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| TECHNICAL SKILLS |

Proficiency on:

Pc troubleshooting since MS DOS 3.3 /Windows 3.0 to Windows 10, MS DOS.  
Troubleshooting applications like Microsoft Office 365, MS Teams, Sharepoint.  
Spreadsheets since Multiplan, Quatro Pro to Excel 365, formulas, lookups, pivot tables, data queries and macros.  
Data analysis and statistics, tracking and reporting of financial measures, trends, pivot tables, power bi.  
Server build, implementation, repair and troubleshooting (HP, Dell, IBM).   
Thin client implementation and deployment (Dell, Lenovo, Terminal Server).  
OS deployment automatization tools (Acronis, MS MDT including multiple tasks, PXE Boot, MS SCCM).  
Creation of OS Golden images.   
High end computing, server virtualization (Nutanix, VMware ESXI 5.0 to 6.7, HA & DRS, Vmotion, Hyper V, KVM).  
Storage Area Network and backup solutions ( Iscsi, Raid, Deduplication, NetBackup, Veeam, Veritas, MS DPM).  
Windows server infrastructure NT 4.0. 2000, 2003, 2008, 2012, 2016, datacenter.  
Creation and implementation of disaster recovery plans.  
Network Operations Center process and related tasks.  
Active Directory, user and object maintenance, folders, security GPO, Sites & Services).  
Information security practices (ISO 27001, PCI, Security Policies, Patching, Vulnerability detection, hardening).  
Lan and Wan technologies including Switches, Firewalls, Cisco, Linksys, Meraki.  
Services like DHCP, DNS, wins.  
WLan technologies (including Wireless optimization).  
Voice Technologies ( Cisco Voip, CUCM, Call Center, SIP).  
Monitoring Tools ( BMC, SolarWinds, advance SNMP, Qualys).  
ITIL methodology and tools (Incident Management, Problem Management, Configuration Management, CMDB, KB, CI, BMC, Service Now).  
Project Management (PMP); including planning, leading, execution, time management, budget, documentation and maintenance.  
Cat5/6/7 Cabling, including fiber, patching/punching.

Strong knowledge of:

Database management and programming (MS Sql 2005 – 2016).  
ERP solutions (Cambar, SAP).  
SAAS, Google Docs, G-Suite, AWS, Azure.  
Visual Basic, VBscript, javascript, batch, windows powerShell.  
DevOps and Continuous Deployment.

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| PROFESIONAL EXPERIENCE |

**US Infrastructure Manager,** Ingram Micro US, Miami, Florida, USA 2017- 2019-04  
*Leader of a team of associates providing infrastructure services for the 13 US locations generating 15 billion in revenue, including business critical networks and data center services.*

* Responsible for providing strategic direction and guidance on short and long-term system growth and development.
* Archived technical excellence by reviewing technical design, assignments, scheduling, escalation, customer satisfaction, and quality performance.
* Provided excellent IT services for 7000+ associates trough out 13 US locations including all branch sizes.
* Evaluated Service level metrics for constant improvement.
* Analyzed budgets and spending trends and identified cost reduction opportunities.
* Increased stability of servers by upgrading to 2012/2016 with a common template.
* Mitigated risk of data loss and met compliance requirements at remote sites by leading project to Implemented a centralized Veeam enterprise backup solution.
* Orchestrated high and critical Incident calls making sure the best possible resolution.
* Researched, evaluated and led the implementation of the best converged solution available to run out of our branch offices and ALC located in the US to improve the uptime/performance and reliability of servers.
* Improved WAN connections by migrating from BT to Spring managed MPLS for better uptime and SLA.
* Saved 80K annually and increased redundancy and failover of remote sites by redesigning and implementing a hybrid setup with 1 mpls connection, 2 internet links and dual DMVPN connection, at the same time providing the grounds for future SDWAN implementation.
* Increased standardization levels by creating new policies for the New IT standards in regards to compliance, procedures, maintenance, SOP, regulations and security.
* Modernized new VMS deployments by implementing a Windows 2016 approved template with VMware CLI for customization of cpu/memory/storage and AD onboarding reducing time of deployment from 45 minutes to 3 minutes.
* Increased productivity by applying standardization in Vcenter Sites and Clusters.
* Decreased business downtime by Implementation of Dell Open Manage enterprise to upgrade firmware an manage the chassis.
* Increased visibility by Optimizing SolarWinds monitoring across all US sites, including NetFlow and hardware health.
* Implementation of IOC/NOC alerting for servers with levels of monitoring packages for all US sites.
* Management and procuring of Cisco Smartnet renewal process.
* Assisted in the implementation of CMDB for all US sites.
* Achieved a 98% success of change management implementation by reviewing and Approving all RFC’s for the Infrastructure team
* Coordinated effort to improve ITIL procedures with the optimization of Service now platform.
* Led the Cisco IOS Remediation across all sites for switches, wireless controllers and routers.
* Coordinated the internet switch remediation across all sites.
* Provided FortiGate maintenance for US Sites along global network team.
* Coordinated End user support with outsourced vendors to achieve incident resolution.
* Contract Negotiation with infrastructure vendors.
* Trained associates on the latest technology tools and trends.

**IS and Security Manager,** Ingram Micro Latin America Export Division, Miami, Florida, USA 2011- 2017  
*Led a team of 3 associates to manage projects and day to day IT operations and end user support*

* Led the IT and Security implementation of the new building located on 2000 nw 84th Ave with top leading technology in 2015 on a 130000 sq. building, including enterprise grade WIFI, MPLS Wan connectivity, Cat 6 connections to all building, main MDF and two IDF’s connected via redundant fiber strands, 10 digital signage monitors with Crestron equipment, amplifiers, digital media players, polycom video conference equipment, speaker broadcasting, central APC 30KVA UPS, redundant Liebert HVAC systems.
* Implemented the infrastructure for the new Bogota Colombia remote branch office for 16 associates.
* Lead the implementation of the B2B connection with Apple Spare Parts projects for Miami and Colombia.
* Support of virtualization infrastructure in all countries with VMware ESX 5.0 and Vcenter.
* Service a total of 500 users with remote branch offices in Miami, Peru, Argentina and Colombia.
* Managed day to day escalation of Incidents with ITIL methodology including level 1-3.
* Monitored SLA’s for incidents and requests to achieve 98% uptime.
* Supervised Building security trough G4s, implementing security process, SOP and managing 6 guards, Alarm with over 200 points, Digital Surveillance with over 60 Cameras.
* Led the team to achieve Tapa certification.
* Achieved ISO 27001 certification for sites under scope.

**Pricing Manager**, Ingram Micro Latin America Export Division, Miami, Florida, USA 2009-2011  
*Led the Pricing team to implement a pricing solution with automated algorithms to adjust pricing*

* Implementation of pricing policies for over 5000 products and 200 vendors
* Creation and monitoring of algorithms to assign and monitor pricing margins for select products.
* Maximization of Profit for Constrained and Exclusive vendor lines
* Implementation of Allocation program to increase profit and customer satisfaction.
* Profitability analysis for each vendor

**Vendor Business Developer**, Ingram Micro Latin America Export Division, Miami, Florida, USA 2006-2009

* Development of the newly created division of consumer electronic portfolio for Latin America Export Division
* Management of High-Profile brands like Sony Electronics and SanDisk
* Contract negotiation and onboarding new vendors
* Marketing Development of more than 17000 consumer electronics products from newly acquired DBL distributing.
* Product Forecasting for the mentioned lines with optimal inventory points

**Int Sales Champion III/ Software Product Manager**, Ingram Micro Latin America Export Division, Miami, Florida, USA 2004-2006  
*Led the Software & Licensing team with 2 Licensing Specialists and 1 Buyer to increase the revenue of the Licensing Division*

* Consolidated all software brands under one single division
* Increased focus on mayor brands such as Microsoft, Symantec, Adobe, Vmware, Citrix, Mcafee, Computer Associates, Veritas
* Focused on increasing market share over the Caribbean and central America territories
* Optimized the inventory process of retail boxes and OEM products.
* Optimized DIO, DPO and E&O levels for each brand
* Increase the customer base by 247% over my territories
* Generated special one on one relationship with vendors

**Int Sales Champion II/**, Ingram Micro Latin America Export Division, Miami, Florida, USA 2002-2004

* Increased the territory coverage of 3Com, Viewsonic and Macromedia
* Met sales quotas for all of them consistently

**Business Analyst**, Ingram Micro Argentina, Argentina 2000-2002

* Reusability over all business and financial reports of the Argentina Office and 3 branches
* Presentation of weekly call to regional team
* Responsibility of all business enhancements and projects regarding local ERP ( Impulse), business reporting tools (Business Objects) and BPI projects

**Product Manager**, Ingram Micro Argentina, Argentina 1999-2000

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**Product Manager**, Ofiser SA, Buenos Aires Argentina 1999-1999

* In charge of building the relationship with customers for Lexmark, Agfa, Nec and Tripplite
* Websites design for the Estore of the company

**Buyer**, Insert Informatica Integral SA, Buenos Aires Argentina 1996-1998

* In charge of purchasing the products to be sold by the retail/ var business
* Created a tracking system for distributors pricing to increase the negotiation power
* Increased the number of providers of products for the sales team

**PC Technician**, Insert Informatica Integral SA, Buenos Aires Argentina 1994-1996

* In charge of building tech solutions to Consolidated all software brands under one single division
* Windows NT & Novell server software installation
* Network installation and configuration

**PC Technician**, Hard & Soft, Buenos Aires Argentina 1992-1994

* In charge of building pcs from VTC based on customer customized solution
* Repair of pc components like monitors, printers, serial and parallel and vga boards,etc.
* Installation of OS software for customers

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| PROFESIONAL DEVELOPMENT |

Situational Leadership August 2017  
7 Habits of highly effective people signature program March 2013  
The 5 choices to extraordinary productivity February 2012  
DISC for the workplace September 2011  
ITIL Foundations May 2011  
Emotional intelligence (EQ) January 2011  
Great leaders, Great Teams, Great Results June 2010  
Presentation Excellence – Developing your Presentation December 2009  
Keeping Participants Awake by Mind leaders June 2008  
Finance for Managers by Harvard Business School December 2007  
Project Management by Franklin Covey January 2005  
Foundations of Management October 2004  
Franklin Covey February 2004  
Six Sigma Green Belt March 2002

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| EDUCATION |

Colegio Atanazio Lanz – Berazategui, Buenos Aires, Argentina 1986-1990

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| LANGUAGES |

English and Spanish