

Juan Pablo Aguas Aldana

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Skills

- Excellent Problem solving abilities
- Windows (98/2000/XP/Vista/7/8/10)
- System Upgrade
- System Backups
- Data Backup and Retrieval
- Brand Development
- Network Upgrades
- Excellent Communication Skills
- QA Tools
- Great Diagnostics Skills
- Business Process Improvement
- Change Management
- Incident Management
- Problem Management
- Release Management
- Process Improvement Management
- Risk Mitigation and Management
- Results-Oriented
- Multi-tasker
- Team Player
- Client Account Management
- Staff Training / Development
- Consistently meet goals
- Organized
- Excellent verbal and written Skills
- Project Management (Planning/Organizing)
- ITIL Life cycle process management
- Leadership
- Business Analysis
- Agile Scrum
- Lean Kanban
- Jira and Confluence
- Decision Making

Work History

Project Manager 4 *May 2015 – Present*

Oracle de Mexico SA de CV- Guadalajara

- Handle scheduled/recurring changes, lead meetings with teams for approval of implementation, impact and discussion of incomplete/complete changes 3 times a week.
- Educate new clients in the creation/modification of changes to be implemented.
- Oversees, facilitates, and administers ITIL based service support and/or technical account management, problem management, request management, change management, service level management.
- Coordinates all aspects of internal information system-specific projects from initiation to delivery. Projects often involve network, server, or software implementation and upgrades, PC deployment and the like.
- Coordinates work performed by IT staff and internal customers/partners by defining project specifications, performing feasibility and needs/impact assessments. Develops detailed project plans and manages all implementation processes including resource allocation, progress tracking, monitoring change control process, testing, documentation, training and on-time delivery within budget constraints.
- I have participated in different projects including:
 - **The Global IT MPLS Migration (Completed)**
 - Migrated all of the Tier 1,2 and 3 offices to the must current MPLS version
 - **Global IPv4 Reclaim Project (Completed)**
 - Reclaimed un-used IPv4 Addresses and replaced them with IPv6 when possible
 - **ENS Firewall / GIT Configuration (Completed)**
 - Configuration change on firewalls to allow the migration to the Cloud
 - **WiFi Proxy configuration (Completed)**
 - Updated the proxies to allow better communication with new Fortinet devices
 - **Global Firewall replacement for Fortinet equipment (Completed)**

- Hardware replacement of old equipment with new Fortinet equipment
- **GIT 2.0 Pivot to the Cloud (In Progress)**
- From a Change Management point of view how the Cloud should be applied
- **ACE DevOps for Change Management (In Progress)**
 - Using DevOps as a mindset to provide continuous changes and improvement across the whole organization

Account Service Management Senior Analyst *November 2013 – May 2015*

Dell Services de Mexico SA de CV- Guadalajara

- Handle scheduled/recurring changes, lead meetings with teams for approval of implementation, impact and discussion of incomplete/complete changes 2 times a week.
- Educate new clients in the creation/modification of changes to be implemented.
- Work as a team for the Tenet Healthcare account in the areas of Change management, Customer satisfaction and on-call rotation within the team. Recently handle as a team the transition of 150+ locations to our existing ones. Having daily conferences for 4 weeks 10 hours a day in order to assist with the transition problems that may occur during the implementation of new tools and systems.
- Oversees, facilitates, and administers ITIL based service support and/or technical account management in the coordination of incident ownership and customer account management on a 24x7 basis. Responsibilities include the management and oversight of service delivery processes, which may include incident management, problem management, request management, change management, service level management and configuration management as well as resource coordination, customer management, dispute and technical resolution management, and communications at various levels during services engagements from tactical (incident based) to strategic (Global Account Management Strategies). All based on BMC Remedy IT system.
- I have participated in different projects including:
 - **Change Type Clean Up (Completed)**
 - Yearly activity that was performed 2 times during my time in Dell, the main point was to remove the Change Types that were no longer in use.
 - **User ID Removals (Completed)**
 - Yearly activity that was performed 2 times as well, I ran a report to review which IDs were not used in the last 90 days, after doing this I will contact the owners of those IDs and check for the usage. If no usage was recorded the ID was deleted which resulted in savings to the company since we were getting charged for each ID no matter if it was used or not.
 - **Acquisition of 600+ Locations (Completed)**
 - During my time at Tenet, the company acquired 150+ hospitals, 200+ clinics and 200+ labs which required to be uploaded to the Change/Release/Incident Management system (OPAS V2) and to the CMDB. This project took around 3 months to be completed and verified with the client that all the hospitals and their respective assets were included on the system
 - **Service Desk Improvement (Completed)**
 - Due to my knowledge of the Service Desk since I was a former Team Lead of it. My manager asked me to have meetings for improvement, training and to set expectations with the Service Desk Managers and Team Leads on what was expected from them and to succeed and achieve SLAs from the client.

Client Technical Support Specialist *October 2012 – November 2013*

Dell Services de Mexico - Guadalajara

- Handle schedules, escalations, people management, leading meetings, ensuring that the SLAs are met, oversee operations at the Service Desk, follow up of Incidents and Requests created by the associates, continuously searching for improvement on areas of opportunity.
- Won silver award (internal recognition) 2 times for performance.
- Provided documentation on start-up, shut down and first level troubleshooting of processes to help desk staff.
- Implemented company policies, technical procedures and standards for preserving the integrity and security of data, reports and access.
- Consistently met deadlines and requirements for all production requirements.

- I got to participate in different projects including:
 - **FCR (First Call Resolution) over 70% (Completed)**
 - Provided training and guidance to the SD agents on how to improve and identify FCR scenarios.
 - **Call Handling Time Reduction less than 5 mins (Completed)**
 - Provided training and guidance to the SD agents on how to improve the time but having the most common tools open and available. Provided scripts to assist time reductions and provide straight to the point solutions

Client Technical Support Associate *March 2010- October 2012*
Dell Services de Mexico - Guadalajara

- Assist users with problems like password resets, account unlocks
- Create Incidents and Requests for local support in different hospitals
- Reset devices remotely like printers and sessions for applications
- Basic/Advance troubleshoot on computers and printer issues
- Create remote sessions to assist the users via DellConnect

Collections Expert *November 2009-March 2010*
iGate Collection Services— Guadalajara

- Customer care and collections for Foreclosure accounts and advised on payments methods and options in order to avoid foreclosure.

T-Mobile USA – General Care *August 27th 2009- Nov 2009*
TeleTech Holdings, Inc- Guadalajara

- Customer Care representative, receiving phone calls, handling general questions about the accounts, adjustments for accounts
- Refund charges for dropped calls and several other problems,
- Activations on new lines, cancelations and different management on the user's account.

Dell, Technical support Level 1 *July 2007-November 2008*
TeleTech Holdings, Inc- Guadalajara

- Troubleshoot, diagnose and dispatch parts or technicians to repair computers based in the US
- Supported Commercial business group and Small and medium business companies
- We handled customers via chat, email and phone.
- Create remote sessions to assist/troubleshoot the issues

IT *November 2006 – March 2008*
Cybernet - Arandas

- Sale, repair and maintenance of Computer systems, desktops, laptops and printers.
- Internet Services
- Configuration and set up of new equipment
- Modifications and upgrades to new Operative Systems and Hardware.

Computer Technician *July 2004 – July 2005*
Mass Computacion - Guadalajara

- Sale, repair and maintenance of Computer systems, desktops, laptops and printers.
- Configuration and set up of new equipment
- Modifications and upgrades to new Operative Systems and Hardware.
- Setting up Network connections and giving maintenance to companies that own more than 500 systems (e.g. Chocolatera Ibarra)
- During this time I was providing my professional practices

Education

<i>2003-2004</i>	Graphics Design (incomplete) <i>CUAAD</i> - Guadalajara
<i>2002-2003</i>	Systems Engineer (incomplete) <i>CETi Colomos</i> - Zapopan
<i>1999-2002</i>	Computer Technician <i>CBTis 246</i> - Zapopan
<i>1996-1999</i>	Middle school <i>Colegio Isabel La Catolica</i> – Zapopan

References

References available upon request from current and past jobs

Languages

Spanish native language
English 90% (According to ACE assessment from Dell) and 6.5 based on online test for IELTS from www.vgc.ca

Certifications / Awards

ITIL Foundation V3
Social Media and Community Professional by Dell
Security of Electronic Health Information under HIPAA (yearly course)
Supporting Patient care with technology
OPAS V2 Certification
OPAS v3 Certification
Service Now application
Excellence in Customer Satisfaction Certificate
Understanding the Foreign Corruption Practices Act (FCPA)
Leadership 24/7 (Internal Certification Dell)
Leadership Imperative (Internal Certification Dell)

A+ Course

Took different courses on Teletech about hardware and software in order to maintain ourselves up to date with technology.

Dell Support Technician Certificate

1 week of intensive training on Lean Kanban/Agile/IT4IT/Jira/Confluence provided by an SME for GIT transformation

Oracle Team Brilliance Award Q2FY17 – MPLS global project

Oracle Team Brilliance Award Q3FY17 – QM for Global IT

Oracle Pacesetter Award Q1FY18 – ADC Segregation Program