



DOUGLAS RAYMOND MENDOZA FIGUEREDO

APPLICATION SUPPORT & ADMINISTRATION

Professional with experience in Oil & Gas and IT, specialized in support and administration of critical applications, infrastructure, and databases. Background in drilling and workover, integrating operational knowledge with automation, analytics, and systems monitoring. Analytical and proactive profile, highly adaptable to technological and operational changes, with experience working in multidisciplinary teams.

CONTACT

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EDUCATION

- ✓ **Information Security**
Educación IT
June 2020 – December 2021
- ✓ **Geological Engineering**
Universidad de Oriente
October 2004 – February 2011

SKILLS

Operating Systems

- ✓ Linux - Advanced
- ✓ Windows - Advanced

Databases

- ✓ MS SQL Server - Advanced
- ✓ MySQL - Advanced
- ✓ Oracle - Intermediate

Scripting / Automation

- ✓ Python - Intermediate
- ✓ Bash - Intermediate
- ✓ Batch - Intermediate
- ✓ PowerShell - Intermediate

Monitoring / Dashboard

- ✓ Nagios XI - Intermediate
- ✓ Grafana - Intermediate
- ✓ Power BI - Intermediate

Web & Application Servers

- ✓ TomCat - Intermediate
- ✓ Nginx - Intermediate
- ✓ IIS - Intermediate
- ✓ cPanel - Intermediate

Virtualization & Cloud

- ✓ VBox/VMWare - Intermediate
- ✓ Azure - Basic
- ✓ AWS - Basic

Testing & Validation

- ✓ Postman - Intermediate
- ✓ SoapUI - Intermediate
- ✓ TestLink - Intermediate

Other Languages/ Frameworks

- ✓ JavaScript - Basic
- ✓ .Net(C# / Visual Basic) - Basic

Other skills

- ✓ MS Office - Advanced
- ✓ Ingles - Pre-intermediate (B1)

WORK EXPERIENCE

✓ UPSTREAM APPLICATION ADMINISTRATION & SUPPORT



ECONAT S.A. | April 2022 – Present | Neuquén-Argentina | Remote.

- Administration and deployment of critical well operations applications in on-premise and cloud environments.
- Management of Oracle and SQL Server databases, including performance tuning, access control, and advanced SQL (DDL/DML/DCL, stored procedures, triggers).
- Automation of operational processes with Python (PySide6, pandas), batch scripting, and Playwright/Selenium, centralizing workflows and reporting.
- Incident and metrics management using ServiceNow ITCM and Platform Analytics, under Kanban methodology.
- Advanced technical support in virtualized environments (Citrix, Azure Virtual Desktop), performing troubleshooting and log analysis.
- Functional support and user training for OpenWells, Autosync, Data Analyzer, Profile, and RTIC tools (StarSteer, Corva).

✓ SYSTEM ADMINISTRATION & APPLICATION IMPLEMENTATION



DOCTEC | August 2021 – May 2024 | CABA-Argentina | On-site & Remote

- Administration of Linux (Ubuntu) and Windows Server environments, on-premise and cloud, ensuring stability, access control, and security.
- Management of infrastructure and web services (Apache, Nginx, IIS, Tomcat), including deployment and maintenance across Testing and Production environments.
- Administration of MySQL and SQL Server databases, using SQL for data management and access control.
- Infrastructure and application monitoring and troubleshooting through log analysis and Nagios XI.
- Release, testing, and support management, using Mantis and ClickUp, including API validation with Postman and SoapUI.
- User and internal resource management, providing on-demand operational support.

✓ DRILLING ENGINEER



PDVSA, February 2013 – July 2017. Monagas-Venezuela. On-site.

- Design and re-planning of directional well trajectories and operational simulations (anti-collision, torque, drag, hydraulics, and cementing) using Compass and WellPlan.
- Development of drilling and workover operational programs and procedures.
- Preparation of AFE planning and cost reports in OpenWells and DIMS.
- Real-time operational monitoring (RTO), including analysis of drilling KPIs and NPT.
- Geomechanical analysis and casing design, incorporating pore pressure and structural integrity criteria.
- Management of technical reports and operational events in OpenWells (planning, costs, and metrics).
- Preparation of final well reports and post-mortem analyses, applying lessons learned and best practices.

ACHIEVEMENTS

- Designed and implemented an operational metrics framework that improved visibility of performance and workload in the Well Operations Support Center.
- Designed and implemented a desktop application that standardized support tasks and reduced response times.
- Implemented and delivered training on ClickUp as a task management tool, applying OKR methodology for KPI tracking in operations.
- Academic advisor for undergraduate thesis: "Estimation of Non-Productive Time behavior in operations" (2017).
- Promotion to leadership role within the Drilling and Workover Engineering department.
- Optimization of methodological processes and KPIs for well planning in the Carabobo Division.