



Edgar Caballero

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Profile

Professional with more than 5 years of experience in Support and IT ops.

Experience

IBM: IDENTITY AND ACCESS ADMINISTRATOR - 2023-2024

- Management of the entire identity lifecycle, from onboarding to off-boarding, ensuring precise provisioning and decommission of user accounts, server entitlements, and privileges.
- Access governance frameworks were set up to implement privilege principles and reduce risks linked with unauthorized access. Routine access evaluations, audits, and compliance assessments were performed to guarantee compliance with internal guidelines, industry norms, and regulatory requirements.

TCS: APPLICATION SUPPORT AND IT OPERATIONS SPECIALIST - 2021-2023

- Support and maintenance of both vendor and in-house applications, ensuring smooth operation and functionality such as interface, functionality and performance.
- I handled application issues, resolving tickets and escalations from different IT tiers and branches, and managed end-to-end incident tracking, including collaboration with third parties and stakeholders.
- I conducted monthly one-on-one meetings to mentor team members and held weekly client status meetings to ensure project alignment and address concerns.

CAPSONIC AEROSPACE: SYSTEMS ADMINISTRATOR - 2018-2021

- I built and maintained web, virtual, and client-server environments, optimizing enterprise IT infrastructure. Swiftly resolving IT service issues enhanced system performance and minimized downtime.
- I facilitated IT asset deployment and administered network domains and assets for security, including network and firewall maintenance. Additionally, I managed server administration tasks to ensure smooth system operation.

PRESTIGIO GANADO A PULSO: NETWORK INTERN - 2017-2018

- Managed network infrastructure, including design, configuration, and troubleshooting.
- Implemented VLANs for efficient segmentation and security enhancement.
- Established point-to-point connections for secure data transfer.

Projects

TCS: HD TICKET QUEUE ENHANCEMENT

As member of Helpdesk team, I led an initiative to automate email retrieval, improving ticket management and workload balance. This allowed for better reporting and workload distribution, earning recognition with two awards: "*Star of the Month*" and "*Contextual Master*" for enhancing help desk operations.

CAPSONIC: UPTIME CHECKER

In this project, I consumed APIs to provide real-time uptime status notifications of Apps and Services (Such as servers and in-house applications). This included email notifications, automated data exports, Power BI as dashboard for data visualization

CAPSONIC: PRINT CONTROL AND REPORTING INTEGRATION

This was is a script that establishes a connection between prints and their respective users and departments. It extracted and exported the data to SQL to fulfill reporting of use of printing assets.

CAPSONIC: AUTOMATED INVENTORY AND REPORTING

I developed an automated batch process to retrieve hardware and software information of PCs within our domain. This process was developed using shell, .net, active directory group policies and the collected data was stored in an SQL database to fulfill future reporting requirements.

CAPSONIC: ALFRESCO

I deployed Alfresco, an open-source Enterprise Content Management software, as a replacement for Sharepoint. It was containerized using Docker and hosted on an Ubuntu Server.

Education

UNIVERSIDAD TECNOLÓGICA DE CIUDAD JUAREZ - BACHELORS DEGREE 2016-2018

Obtained a Bachelor's degree in Information Technologies.

UNIVERSIDAD TECNOLÓGICA DE CIUDAD JUAREZ - ASOCIALES DEGREE 2014-2016

Completed an Associate's degree in Software Development.