



# Ernesto German Arevalo

## CONTACTO

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## SKILLS

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- Problem Solver
- Fast Learner
- Access Management
- Team Leadership
- Reporting
- Attention to Detail
- Customer Service
- Self-Directed

## CERTIFICATIONS

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- AWS Certified Cloud Practitioner (2022)
- Scrum Foundations (2023)

## ABOUT ME

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Subject matter expert in Identity and Access Management (IAM). Played an integral role in the IAM team, driving excellence and innovation in managing access controls and ensuring information security. With a focus on optimizing access management strategies and enhancing security protocols, I am dedicated to delivering top-tier IAM solutions. My leadership style emphasizes collaboration, problem-solving, and developing high-performing teams.

## EDUCATION

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### IFTS N° 16

March 2023 - Present

Software Developer.

### Centro de e-Learning UTN FRBA

2017 - 2018 (Incomplete)

Technician in Superior Programming.

### CETAE

2005 - 2006

Technician in PC and Network Assembly and Repair

## TECHNOLOGIES

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Microsoft Excel

Alteryx

SQL Queries

ServiceNow

Citrix

RSA Authentication Manager

Mainframe

Active Directory

UI Path

# EXPERIENCE

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## **JPMorgan Chase & Co.** - Buenos Aires Province, Argentina

### *Identity and Access Management - Associate*

January 2023 – Present

- Serve as Subject Matter Expert (SME) in IAM, overseeing the team's access control management.
- Managed access requests, optimized workflows, and enforced security protocols across multiple platforms.
- Worked on process improvements to streamline access provisioning, increasing efficiency by 15%.
- Designed metrics and reporting to monitor compliance, contributing to a 20% decrease in audit findings.

### *Acting Manager (Temporary Role)*

August 2023 – September 2023

- Stepped in to lead the IAM team during a managerial transition, overseeing daily operations.
- Successfully maintained team productivity and met all project deadlines.
- Facilitated collaboration between team members and ensured smooth onboarding of new leadership.

### *Identity and Access Management - Analyst*

May 2020 – January 2023

- Managed user access provisioning for internal and third-party applications.
- Spearheaded the onboarding of 3rd-party applications and provided training to new team members.
- Reduced ticket backlog by 25% through improved ticket prioritization and workflow automation.
- Acted as ServiceNow administrator, managing access tickets and improving resolution times.

## **Accenture** - Buenos Aires, Argentina

### PKI Analyst

January 2020 – May 2020

- Administered and supported Public Key Infrastructure (PKI) for secure user authentication.
- Worked closely with internal teams to manage certificates and resolve authentication issues.
- Ensured seamless user experiences across various applications by maintaining PKI integrity.
- Improved PKI deployment time by 30% through process automation and script optimization.
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## **Globant** - Buenos Aires, Argentina

### Sysadmin (GIAM Analyst for JPMorgan Chase)

July 2019 – January 2020

- Provisioned access for users across platforms, including mainframe and Active Directory.
- Trained and supported team members in managing complex application access requests.
- Developed a ticketing system for faster request processing, reducing turnaround time by 40%.

## **Metrotel Argentina** - Buenos Aires, Argentina

### Support Technician

December 2017 – May 2019

- First-line technical support for clients using ADSL, fiber, and VPN solutions.
- Resolved connectivity issues for B2B and B2C clients, enhancing customer satisfaction scores.
- Assisted in mentoring new team members, helping them onboard and troubleshoot complex cases.