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Summary

I'm a goal-oriented and creative problem-solver with a track record of success working with diverse local and external clients. My positive and proactive leadership style has consistently driven results within geographically distributed and multi-disciplinary teams. I combine outstanding communication with broad technical expertise to achieve objectives.

Experience

Global Outage Incident Manager, April 2024 – May 2025

Kyndryl

As a leader on the Global Outage Management team at a top multinational professional networks company, he was instrumental in resolving major incidents. He drove team collaboration, ensuring rapid responses that minimized downtime, stabilized IT systems, and improved overall IT services. He proactively fostered a direct communication initiative, encouraging developers and application owners to reach out in advance for preemptive incident assessment. This informal approach not only provided him with a deep understanding of daily developer challenges and business needs but also helped him build strong professional relationships. His exceptional technical insight and innovative solutions earned him high praise from both developers and technicians. The feedback he received led to opportunities to help shape new DevOps and Site Reliability Engineering initiatives

System Administrator, IBM – Kyndryl - May 2018 – April 2024

As a System Administrator for an American multinational infrastructure consulting firm, he initially managed Wintel infrastructure, handling daily incidents and scheduling new installations. He soon identified that frequent disruptions stemmed from poor third-party software and licensing management. Clients lacked centralized control, weren't tracking license renewals, and were using outdated, unsupported applications.

Taking initiative, he built a knowledge base for these critical applications, becoming the go-to expert for incident resolution, bulk license purchases, and renewals. His expertise consistently restored services, minimized downtime, prevented project delays, and saved costs by ensuring compatible software deployments on existing virtual servers.

Transition Engineer, IBM Argentina – Jun 2013 – May 2018

As a Transition Engineer for a multinational American financial services corporation, he was instrumental in migrating from legacy systems to sustainable new solutions. He played a key role in standardizing procedures, ensuring strict adherence to established processes. This not only prevented unauthorized modifications but also guaranteed that all software was rigorously tested prior to production deployment. By working in tandem with development and support teams, he optimized new software deployments, minimizing application and server downtime through strategic bundling of new features with OS updates and other scheduled tasks.

Service Delivery Manager, IBM Argentina – Jun 2010 – Feb 2013

As Service Delivery Manager for a global pharmaceutical account with a presence in 74 countries, he assumed responsibility from the previous SDMs based in Basel (EU) and New Jersey (USA). After consolidating the role, he successfully negotiated new contracts, reviewed service level agreements (SLAs), and collaborated with local managers to better address client needs. His efforts led to cost reductions and improved database service reliability by implementing a standardized backup solution for 1,400 database instances, including MS SQL, Oracle, DB2, and Informix.

Client Support Manager, IBM Argentina – Dec 2006 – Jun 2010

He oversaw database services for a global pharmaceutical company operating over 150 Class 1 and 2 data centers. Serving as the single point of contact, he was responsible for the performance of the DB technical support team, leading service improvement initiatives and ensuring customer satisfaction through regular steering meetings. He also built strong, trusted relationships that enhanced support and enabled the deployment of resilient redundancy solutions for clinical systems.

Team Leader, SP Exports (Australia) – Dec 2005 – Oct 2006

People Manager. Coordinate service and activities of multi-cultural team. Ensure members correctly understand and follow safety and company rules. Identify key resources and career development for valuable team members. Excellent interaction skills with employees from different backgrounds and cultures.

Team Leader, IBM Argentina – Nov 2004 – Apr 2005
SPOC, Servers support

Client Manager. Responsible for local contracts and services to major local banks. Manage direct client communication, track services and coordinate efforts to provide solutions to all offices throughout the country. Access time and materials and sponsored projects to improve infrastructure and service.

System Engineer, Compaq Ltd (Ireland) – Jul 2000 – Jul 2001
Enterprise Technical Support Representative

System Engineer and team coordinator. Third level support for clients with high SLA and dedicated maintenance contracts. Design and deploy high availability solutions for major European accounts. Responsible for client sat, team motivation and performance.

IT Specialist, Compaq Ltd (Ireland) – Mar 1999 – Jul 2000
Technical Support Representative

Technical IT specialist. Third level technical support for clients in UK and Spain. Responsible for finding technical solutions and integration of different products and technologies. Test new systems and assist pre-sales support.

Concessionarie Vial Metropolitan S.A. – Jan 1993 – Feb 1998
Claims department

Company representative. Manage client complains, provide initial counsel and clarify company responsibilities and liability. Interact with clients and when necessary work with external legal advisors to effectively settle claims.

Dolphin Travel – Dec 1991 – Aug 1992
Sales representative

Attend client requests and provide overall arrangements including: hotel, air ticket, local transportation, travel documentation and local currency.

Aston S.A. – Feb 1990 – Sep 1991
Sales representative

Take in and register new orders, present invoices and collect payment throughout offices and clients in Buenos Aires and city center.

Education and Certifications

AWS CSA, Certified Solutions Architect

AWS CCP, Certified Cloud Practitioner

Microsoft Certified System Engineer

Compaq Accredited System Engineer

John F. Kennedy University, Computer Systems (3 years)

Victoria, High School Degree

Mini MBA [HV5010XS]

The objective of this training program is to assist management and technical leaders in the development and use of business tools for better managerial analysis and corporate decision making. The course takes a holistic approach to understanding and participating in business process. The training emphasizes practical application and utility by focusing on the fundamental building blocks of business: Strategy, Finance and Marketing. This methodology is aimed at building a stronger approach to the day to day decision making with a more comprehensive vision of bottom-line objectives.

Intellectual Property and Innovation

Took part on IP and innovation internal trainings and discussions.
Designed a novel device, followed process, completed patent
CA920160145US1 for which he was one-time bonus.

Project Management [PM10G]

Project management professional development curriculum. This course introduces the participants to fundamentals of managing a project in the IBM community. This course provides participants with a comprehensive exposure to the best project management principles, methods, and processes used in the industry. The course covers the aspects of defining, organizing, planning, scheduling, executing and controlling, and closing a project.

The participants of will be given in-depth exposure to project planning topics such as defining baselines for the project, work breakdown structures, risk management, estimating, scheduling, project control, and closeout.

Project Management Fundamentals [PM54G].

This course introduces students to the basic principles of project management. Students will gain a high-level understanding of project management theories and practices through an e-learning experience. The concepts are presented in the course and then the students apply the concepts that they have learned in a real world case study. This course will provide students, who have little prior project management experience, with the information needed to help improve the way they schedule and manage their own work assignments.

The course is applicable to students who work in environments using either the IPD (Brands) or CRM (Global Services) business process. It covers requirements defining, planning, risk management, estimating, scheduling, change management, executing and controlling, and closing a project.

Financial Acumen [LTU8588F]

This course is intended to provide basic finance information on key metrics that are part of the CBV financial analysis. The lecture will include an overview of income statements, balance sheets, and cash flow, which are all critical topics for discussing financial issues with business executives.

Strategic Relationship and Negotiation Skills [NEGSKLBX]

Building personal power and legitimacy in client relationships and how to successfully manage the negotiations process and the most common negotiation tactics. Understand the three levels of client relationships, competitive, cooperative and collaboration, so you can understand where you are and what you need to do to get to where you need to be. Bring business value to your clients by developing deep customer insights 'across, up and down' the clients so you can address the real business goals of the organization. Deliver high impact communications with both internal and external customers. Take SSM skills and methodologies to the next level of competency in execution. Master a consultative and strategic process in order to influence and intensify the clients decision process.

Customers, Confrontation and Conflict [EDE012]

It is challenging to stay service-minded when the person you are dealing with is being "difficult." This course will give you the perspective to effectively cope with customer conflict, and sound methods to deal with all types of potentially confrontational situations. You'll be able to identify elements of emotional response that interfere with good customer service. Staying cool, calm, and customer-connected is a critical learning objective for this course. Develop communication skills that defuse customer conflict.

GTS SARM – Security IT Training

The course provides IBM employees an overview of IT security, a brief description of the delivery environment, the security compliance and regulatory programs that affect it, and the job roles governed by specific security control documents. Students can select appropriate course topics to learn further details about the security responsibilities of their job role.

Cultural Awareness “Shades of blue” [MD925G]

The program will heighten your awareness of your own cultural biases and increase your sensitivity to other cultures. It will also introduce you to tools to help you move beyond your "Comfort Zone" and to enhance your personal effectiveness. The Shades experience can be a powerful team-building exercise for your multicultural team to transcend cultural differences and become a high-performing team.

Other Trainings

Leading@IBM Team Leadership
Leading@IBM Leading Framework
Leading@IBM Personal Leadership
Management on a Matrix environment
Self Awareness for Individual Effectiveness
Microsoft Windows Server 2008
Microsoft Windows Server 2003
2210A Updating System Engineer Skills, Windows Server 2003
Microsoft TechNet, Seguridad Informática Implementing and
Supporting Microsoft Proxy Server 2.0
Internetworking with Microsoft TCP/IP
Implementing and Supporting Microsoft NT Server 4.0
Implementing and Supporting Microsoft NT Workstation 4.0
Microsoft Networking Essentials
FDA Regulatory Compliance
Cluster and fault tolerant solutions / High availability
Compaq Accredited System Engineer
NT Integration
CompTIA Certification Network +
Accredited Compaq Technician / Server
Change Management on a controlled environment

Compaq Insight Manager
Customer Care
Troubleshooting
NT Support
Accredited Compaq Technician

Language skills

Spanish - Native

English – Fluent

Swedish - Proficient