

FABIO GARNICA

Brooklyn, NY - Phone +1 (718) 513 8893

SUMMARY

- B.S. Computer Science, Master in Business Administration
- Oracle Certified Associate and IIBA®, Certificate in Business Analysis™ (ECBA™)
- Bilingual in Spanish, experienced in the technology and private sectors
- Former Senior Solutions Engineer – Oracle Corporation, Advanced Customer Support

EXPERIENCE

2019 - Present

IT SUPPORT SPECIALIST

PRINTIQUE LLC

- Working according to the Agile/Scrum methodology and Continuous Delivery Engineering Practices
- Tracking workflow applications availability, performance metrics and report out to management
- Datamining, ad-hoc reporting, and visualization using SQLServer, Excel, and BI
- Providing on-site and remote support for the core business platform, and shipping platform
- Assisting in troubleshooting, testing and technical/functional deliverables specifications
- Complying and contributing to the elaboration of relevant procedures, work instructions, and processes
- Performing day to day interaction with contractors, consultants, and project managers
- Providing status reports to manager and director level leadership

2014 - 2016

SOLUTIONS ENGINEER

ORACLE CORP.

- Providing product integration and product lifecycle management knowledge
- Collaborating with internal and external stakeholders to gather project requirements
- Tracking project deliverables and proactively resolving issues
- Working with project and satellite teams (including vendors) to define and plan solution delivery
- Assessing project compliance with Oracle's IT Framework
- Implementing on-premises and cloud platform integrations
- Assessing database administration best practices for Oracle and MySQL
- Developing strong working relationships with Business Analysts, Applications Analysts, Data Analysts and Project Managers

2013 - 2015

INTEGRATION ENGINEER

GEMALTO / THALES

- Participating in large-scale, distributed application deployments and hardware upgrades
- Tracking project timeline, deliverables and proactively resolving issues
- Providing SME for Oracle database and Application servers running on top of Unix/Linux/Windows
- Developing ETL procedures and integration processes using VBScript, Java, XML and, Bash shell
- Organizing and monitoring the deployment (in acceptance and production) of a defined Release content

EDUCATION

MBA. Atlantis University. Miami Florida.

B.S. Computer Engineering and Information Systems. – Universidad Piloto de Colombia.

SKILLS

- Excellent ability to handle multiple tasks and many administrative details in a fast-paced and constantly changing environment
- Highly proficient in Linux/Unix/Windows, including shell scripting and process management
- Demonstrated on-the-job experience applying quality control/quality assurance practices
- Ability to manage work and plan deliverables in a structured manner (project planning)
- A strong understanding of database administration (Oracle/SQLServer/MySQL/Sybase)
- Basic knowledge of BI/Reporting tools like Business Objects, Power BI, Crystal Reports, Tableau
- Excellent problem-solving skills
- A good understanding of network infrastructure
- Ability to maintain composure while working under pressure
- Strong team player