

# FABIO GARNICA

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

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## 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
- Track application performance metrics and report out to management
- Analysis of data within databases (SQLServer)
- Provide status reports to direct manager and director level leadership
- Provide on-call support for the Online ordering and Workflow system
- Assist in troubleshooting and performance tuning
- Comply and contribute to elaboration of relevant Procedures, work instructions and Processes
- Perform day to day interaction with Contractors, Consultants and Project Managers

2014 - 2016

### SOLUTIONS ENGINEER

#### ORACLE CORP.

- Product development knowledge and Product Lifecycle Management knowledge
- Comply and contribute to elaboration of relevant Procedures, work instructions and Processes
- Perform day to day interaction Contractors, Consultants, Project Managers
- Work with project and satellite teams (including vendors) to define and plan solution delivery
- Ensures infrastructure solutions are in compliance with Oracle's IT Framework
- Implement integrations using Oracle technologies on-premises and cloud
- Analysis of data within databases (Oracle or MySQL)
- Develop strong working relationships with Business Analysts, Applications Analysts, Data Analysts and Project Managers

2013 - 2015

### INTEGRATION ENGINEER

#### GEMALTO

- Participate in large-scale, distributed application and hardware upgrades
- Responsible for alignment of different stakeholders
- Administer databases and tools running on top of Windows operating system (Oracle)
- Develop ETL procedures and integration procedures using PHP, VBScript, Java, XML, 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, Oracle BI, Power BI, Crystal Reports
- Excellent problem solving skills
- A good understanding of network infrastructure
- Ability to maintain composure while working under pressure
- Strong team player