
Jairo Zabala
Personal Information

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<https://jjzabalac.github.io/CV-EnglishVersion/>

ABOUT

Systems Engineer, who have worked as Systems Coordinator and similar positions in which I have participated in central processes such as information asset management, telecommunications project management, technological support to users, information security, continuity of business, and cybersecurity. Additionally, I have personal experience in web and desktop software development in multiple programming languages like Java, Python, PHP, HTML, and CSS.

- Database Management Systems (SQL-based). Notions on PL/SQL.
- Network managing and configuration; 3rd (Routers) and 2nd (Switches) layer devices. 7 Layer OSI Model, TCP, UDP
- Windows Server, SCCM, Active Directory, GPO, Powershell, DUO Mobile Administration platform, BMC Remedy, Zoho Assist.
- CISCO and Fortinet VPN set ups. VLANs, DNS, DHCP configuration
- Management and development on UNIX based SO.
- Configuration and programming of electronic devices, microprocessors and microcontrollers (such as Arduino, Raspberry Pi).
- Microsoft Office APPs (Excel, Word, Outlook, Power Point) and cloud collaborative tools.
- French proficiency (intermediate). Programming languages Java, Python, PHP, HTML, CSS

WORK EXPERIENCE

CITI

APP Support Engineer Intmd. Analyst
July 2022 –

Provides technical and business support for users of Citi Applications. This includes providing quick resolutions to app issues, driving stability, efficiency and effectiveness improvements to help us and the business succeed. Maintains application systems that have completed the development stage and are running in the daily operations of the firm. Manages, maintains and supports applications and their operating environments, focusing on stability, quality and functionality against service level expectations. Start of day checks, continuous monitoring, and regional handover. Perform same day risk reconciliations, Partners with appropriate development and production support areas to prioritize bug fixes and support tooling requirements, Identifies risks, vulnerabilities and security issues; communicates impact. Acts as SME to senior stakeholders and /or other team members

Concentrix

IT Analyst // January 2022 – July 2022

Coordinates as smart hands with different technology workgroups; Attends to break/fix engagement as required by the Situation Management for technology related problems and issues received from both internal and external clients; Provide telephony support in performing installation and troubleshooting on telephone sets, and voice mailboxes; Perform hardware and software upgrades to peripheral equipment; Attend to break/fix engagement as required by Situation Management for technology related problems and issues received from both internal and external clients; Prepares, maintains and submits reports and applicable records of computer hardware and software inventory by site and system; Perform site maintenance and safety checks of assigned equipment; Perform checks and ensure that antivirus definition, Microsoft patches are updated as outlined by Desktop Engineering.

Achievements

Migration of asset control system to a new application, data analysis and management below the expected time.

Coodescor (Cooperative of Health Institutions of Córdoba)

Systems Assistant // July 2020 – September 2021

Databases SQL and ORACLE management, data analysis on specialized SISMED report, Windows and Linux Servers installation and configuration, Command line scripts on Linux server: deployment and troubleshooting, Configuration and maintenance of computer equipment and network devices including diagnosis and troubleshooting also, User support in Oasiscom Software, Information security: backup copies and business continuity.

Achievements

Implementation of the company's information security management system according to ISO 27001:2013 standard.

GHL Hotel Monteria

Systems Manager // April 2019 – June 2020

Telecommunications project management, MS-SQL SERVER database management (Installation and Configuration): basic queries on ERP tables and launching updates of version and software, Windows Server administration (active directory and security policies using GPO), Configuration and maintenance of computer equipment and networks (troubleshooting), User support in PMS developed by Zeus Technology, Backup and business continuity.

Achievements

Development of mobile application on Android platform for access control of employees and suppliers; including the development of the electronic device.

Multigeocat SAS

Java Developer // March 2018 – May 2020

Front-End Development; template design in HTML, CSS and JavaScript, SEO maintenance, Back-end code programming using the JAVA programming language and administration and management of MS SQL Server databases. Carry out the survey and documentation of initial requirements, design, carry out and manage the Java development phases, participate in architectural development, write efficient, verifiable and reliable code, guarantee that the design conforms to the objectives and specifications of the company, prepare and publish software updates.

STUDIES

Bachelor's degree: Universidad de Córdoba, Systems Engineer, 2021.
AZURE AZ-500 Developer On-going.

Certifications and references upon request.

JAIRO ZABALA
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