
Jairo Zabala
Personal Information

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ABOUT

Systems Engineer with extensive experience in multiple dimensions of information technology, including software and web development in various programming languages such as Java and Python. Adept at database management, network configuration, and Unix-based system development. Proven success in roles requiring a deep understanding of technology solutions and their implementation in complex business contexts. Proactive and detail-oriented also experienced in coordinating and leading system and technical projects with hands-on experience in cloud platforms, including Azure.

Summary

- Proficient in Python, Java, PHP, HTML, CSS, and R.
- Proven expertise in Oracle, MongoDB, and SQL-based Database Management Systems.
- Strong background in Unix-based system management and development.
- Extensive experience with network configuration and management, including CISCO and Fortinet VPN setups.
- Versatile experience in managing, supporting, and deploying robust application systems.

TECHNICAL SKILLS

- Programming Languages: Python, Java, PHP, HTML, CSS, R
- Database Management Systems: Oracle, MongoDB, SQL-based systems, PL/SQL.
- Network Management: CISCO, Fortinet, VLANs, DNS, DHCP.
- Operating Systems: Unix, Windows Server
- Tools: SCCM, Active Directory, GPO, PowerShell, BMC Remedy, Zoho Assist, Service NOW, Geneos ITRS, Splunk, Grafana, Tableau, PowerBI.
- Device Configuration: Arduino, Raspberry Pi
- Cloud Platforms: Azure

WORK EXPERIENCE

CITI

[LATAM O&T BCC Technical Lead \(July 2023 – Present\)](#)

- Leading technical projects for global monitoring teams, enhancing system observability and predictability.

- Leading projects about new client onboarding and establishing new strategies for application system monitoring.
- Engaging with L3 Development teams for understanding and advising on software architecture and functionality.
- Hands-on experience with Oracle and MongoDB databases, and Service Now tickets for effective issue resolution and feedback registration.
- Regular engagement with L3 Development teams, contributing to the development and implementation of new in-house software.

CITI

APP Support Engineer Intmd. Analyst (July 2022 – July 2023)

- Provided robust application support, ensuring application stability and efficiency.
- Acted as SME to senior stakeholders, effectively communicating risks, vulnerabilities, and impact.

Concentrix

IT Analyst (January 2022 – July 2022)

- Successfully coordinated and supported various technological initiatives, including hardware and software upgrades.
- Played a key role in the migration of asset control systems to a new application within a shorter timeframe than expected.

Coodescor (Cooperative of Health Institutions of Córdoba)

Systems Assistant (July 2020 – September 2021)

- Successfully implemented the company's information security management system according to ISO 27001:2013 standard.
- Played a crucial role in the data analysis of the specialized SISMED and SISDIS government reports, utilizing advanced analytical tools to extract, analyze, and interpret data, contributing to more informed decision-making and policy implementation.
- Implemented and maintained a robust database management system for managing SQL and ORACLE databases, ensuring seamless and secure access to critical government report data, leading to more efficient and effective data handling and reporting processes.

GHL Hotel Monteria

Systems Manager (April 2019 – June 2020)

- Led the development of an Android platform mobile application for access control and the associated electronic device development.
- Initiated and successfully managed the telecommunications projects, ensuring seamless communication infrastructures across various departments.

- Oversaw the MS-SQL SERVER database management, including installation, configuration, and execution of basic queries on ERP tables, ensuring data integrity and availability.

Multigeocat SAS

Java Developer (March 2018 – May 2020)

- Managed end-to-end front-end and back-end development, including the administration and management of MS SQL Server databases.
- Successfully led and executed the transition to a more scalable and robust database system, enhancing the efficiency and reliability of data management and subsequently optimizing backend functionalities.
- Initiated and implemented comprehensive testing frameworks for the developed software solutions, significantly enhancing software reliability and performance while ensuring alignment with the company's objectives and specifications.

EDUCATION

- Bachelor's degree, Systems Engineer, Universidad de Córdoba, 2021.
- Master's degree, Applied Statistics and Data Science, Universidad El Bosque, Expected 2024.

Awards and Recognition

- Best Saber Pro Test Institutional Level Universidad de Córdoba 2020.
- Recognized as Ranked #1 student for System Engineer undergraduate program by the Universidad de Córdoba in 2021.