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LEANDRO HERNÁN GALEANO

OBJECTIVE

Results-oriented IT professional with a passion for technology, always looking for ways to improve and innovate. Tier 3 Support Specialist. Proven experience in automation, scalability, migration to the cloud, and DevOps while taking the first steps into a serverless environment. Microsoft certified. Native Spanish.

SKILLS, PLATFORMS & TECHNOLOGIES

- ✓ Leadership and Contractor management
- ✓ Extensive troubleshooting expertise on Windows Server 2008 R2 and newer releases. Knowledge of the fundamentals on Red Hat Enterprise Linux and Ubuntu Server.
- ✓ Public cloud providers: Amazon Web Services – Microsoft Azure | Hands-on experience in on-premise to cloud migrations. MS AZ-900 certified.
- ✓ Virtualization: VMWare – Hyper-V | Hands-on experience in physical to virtual migrations
- ✓ Scripting: PowerShell – VBScript – Python
- ✓ Container / Server-less: Docker | Docker-Compose | Kubernetes
- ✓ Hardware / Datacenter: Server hardware assembly and maintenance
- ✓ Management tools from key IT providers: McAfee ePolicy Orchestrator | Intigua JetAgent | Symantec Management Center
- ✓ Networking: Cisco ICND1 – Wireless: Ubiquiti – Altai – MikroTik
- ✓ Ticket tracking and Inventory tools: ServiceNow | Remedy | Jira
- ✓ Microsoft System Center suite: SCOM – SCCM – SCSM – Orchestrator
- ✓ User support on-site and remote. Helpdesk experience.
- ✓ Business frameworks: ITIL – Six Sigma – New IT conversant

PROFESSIONAL EXPERIENCE

IT CONSULTANT. FREELANCE.

Mar 2020 – Present

The company received consultation services for moving to Azure cloud (capacity assessment, documentation, and best fitting approach). Two core services and testing/lab environment were successfully moved from physical hardware in co-location datacenter to Azure IaaS and PaaS. Automation through PowerShell on repetitive server maintenance tasks and user management in AD and Office365.

DEVOPS ENGINEER. HEXAWARE.

Nov 2021 – Present

DevOps Engineer assigned to Ernst & Young, Client Technology Platform project. Provides support for internal teams who require help in moving from old architectures to Cloud Native approach, using in-house developed building blocks, instead of off-the-shelf cloud offerings.

Key contributions: Currently performing an Azure-to-Azure migration, from old self-managed subscription filled with non-standard components, to an IaaS managed infrastructure with internally certified offerings only.

TEAM LEADER. ACCENTURE.

Jul 2019 – Oct 2021

Team lead for Server Engineering and Automation Windows team. Subject matter expert for Intigua Engineering team. Co-developed PowerShell scripts for automated server provisioning, maintenance, security hardening and AWS/Azure tasks.

Key contributions: Expansion and development on Intigua JetAgent usage across new environments in Accenture. Consolidation of a local branch of SE&A – Windows.

IT ARCHITECTURE SENIOR ANALYST. ACCENTURE.

Dec 2016 – Jun 2019

Server Engineering and Automation (SE&A) Windows.

Key contributions: Developed in-house solutions for faster, error-free and more streamlined processes for server deployment and management on company scale.

IT ARCHITECTURE ANALYST. ACCENTURE.

Jan 2016 – Nov 2016

Server Engineering and Automation team.

Key contributions: streamline of OS template update. Testing 3rd party solutions, some of them were implemented and worked in the process for it. SharePoint infrastructure support.

IT ARCHITECTURE ANALYST. ACCENTURE.

Nov 2014 – Dec 2015

Capacity and Event Management team.

Key contributions: Developed several solutions to achieve the full potential of System Center environment. Took part in several SWAT remediation efforts.

TIER 3 SUPPORT SPECIALIST. GOLDCORP CERRO NEGRO. GOLD MINING COMPANY

Aug 2013 – Mar 2014

Key contributions: Migrated from old local domain to corporate domain. Strengthened the IT infrastructure by implementing some best practices in the industry in order to fully integrate with corporate network and procedures.

IT ON-SITE SUPPORT SPECIALIST. GOLDCORP CERRO NEGRO

Mar 2013 – Jul 2013

Key contributions: Defined processes for many of the most common tasks. Implemented standard OS images for the computers installed by the department.

WINDOWS SERVER ADMINISTRATOR SSR. ECCO SA. MEDIC COMPANY

Jan 2012 – Feb 2013

Key contributions: Migrated from obsolete hardware and old infrastructure to a new virtualized environment, allowing the company to take advantage of High Availability and clustering. Took part in the physical office move, the datacenter and all the PCs and servers were moved and reinstalled with less than 12 hours of downtime.

IT ON-SITE SUPPORT SPECIALIST. TELETECH ARGENTINA. BPO – CONTACT CENTER.

Oct 2007 – Jun 2011

Honored as Key Player for TeleTech Argentina IT on Nov 2010.

Key contributions: Took part in the making of “Hope for Haiti” telethon (2010), we launched a call center operation from scratch in less than a week, coordinating with all IT departments to have everything working for the launch day.

EDUCATION

INSTITUTO SUPERIOR PARTICULAR INCORPORADO N° 4011 “GRAL. MANUEL BELGRANO”

System Analyst Degree. 3 credits left to completion.

ESCUELA MEDIA PARTICULAR INCORPORADA N° 3105 “SANTA TERESITA DEL NIÑO JESÚS”.

Humanities and Social Sciences Degree.

REFERENCES

SANTIAGO J. VALVANO

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TI Infrastructure Coordinator – Ecco SA

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