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ALEXIS EDSON SOTO SANTOS

I am an Electronic Engineer with more than 12 years of experience in Information Technology and Networking working with companies in different sectors like Construction, Banking, Health Care, and Outsourcing that had given me the advantage to combine my electronic's knowledge and my work experience in these different sectors to solve problems and/or propose solutions on large-scale and diverse projects. I have Cisco CCNA and Microsoft MCSA certificates.

I am a person passionate about technology, electronics, and programming, I am a multicultural team worker, I have had the experience of being a Project Engineer in Italy and a team leader in Peru, I quickly learn new knowledge, acquire new skills, and I am dynamic and responsible.

EXPERIENCES

SUPPORT TECHNICIAN II
DUOSTECHNOLOGIES – UNITED STATES
Nov 2022 – Present

- Configure wide area network (WAN) or local area network (LAN) routers or related equipment.
- Identify causes of network problems, using diagnostic testing software such as wireshark and network monitoring servers such as PRTG and equipment such as network analyzers.
- Analyze network data to determine network utilization, availability of of network devices (Servers, cameras, core switches, access, distribution, etc.)
- Evaluate local area network (LAN) or wide area network (WAN) performance data to ensure sufficient availability or speed.
- Install network software, including security or firewall software.
- Install new systems or hardware or software components, ensuring integration with existing network systems, such as RS232 to IP modbus laser speed sensors.
- Perform routine maintenance or standard repairs to ensure proper operation of network protocols and security functions.
- Document network support activities.
- Configure security settings or access permissions for groups or individuals.
- Back up network data.
- Create or update technical documentation for network installations or changes to existing installations.
- Document help desk requests and resolutions.
- Maintain network activity logs.
- Monitor Web sites or industry publications to obtain information on patches, releases, viruses, or identify potential problems.
- Provide telephone support for network or connectivity problems.
- Research hardware or software products to meet technical network or security needs.
- Conduct monthly network reports.
- Train users on procedures related to network software applications or related systems.

PROJECT ENGINEER
GEMMO SPA – ITALY
Nov 2019 – Sept 2022

- Design of LAN NETWORK to deploy BMS (Building Management System) for the new RIMED's corporation hospital (Centre for Biotechnology and Biomedical Research - Sicilia).
- Management and support of LAN and WAN NETWORK of Niguarda hospital.
- Help to develop an IOT application interface to monitor gas comsumption using LORAWAN Adeunis pulse counters sensors, Multitech Lora Gatewar and php api-rest as backend application.
- Provide management and support level 3 to CAV enterprise (Veneto Road Concesionary) LAN and WAN Network.
- Management and support of VMWARE vSphere Essentials plattform to CAV.
- Installation and configuration of VoIP PBX with FreePBX appliance for CAV.
- Configurataion and deployment of Falcon Crowdstrike Antivirus for CAV network.
- Management and support of diferent kind of Servers Windows and Linux to many contractors.
- Installation and configuration of Active Directory Domain Controllers and Security Policies implementation for ENI's Video Survelliance System (ENI from LIBYA).
- Development of an API Modbus using C# in monodevelopemnt for monitoring flashing LED control units in Linux for the National Bank of Italy (Banca d'Italia).

ELECTRONIC ENGINEER
TRAFFITEK SA – ITALY
April 2018 – Oct 2019

- Research and development of hardware and software for traffic control devices.
- Research and development of ANPR (Automatic Number Plate Recognition) software using C# and Monodevelpment.
- Development of ethernet interface for the central traffic light to take remote control of it by internet. For this project it was used arduino i2c bus to interface with the traffic light, and a C++ program to pull out its information status or to control it.
- Development of client-server software to take remote control of the central traffic lights using C# and a TCP/IP library.
- Design and development of hardware (Altium Designer) that provides an ethernet interface to our central traffic light.
- In charge of the desing and development of traffic light CountDounw.
- Configuration of LAN, VPN and FTP servers.

IT INFRAESTRUCTURE ANALIST FOR LATAM AND CANADA
SCOTIABANK SAC - PERU
Dec 2016 – Dec 2017

- **Office 365**
  Member of the team in charge of the Office 365 Implementation and Support Level 3 for LATAM and Canada
  Users Accounts Provisioning and troubleshooting.
  Work Space Creation
  Team Groups Creation
  Planner Grpups Creation
- **AD Connect**
  AD Connect Synchronization Troubleshooting
- **Exchange Online**

Migration of mailboxes from onpremises to Office 365
Migration back of mailboxes from Office 365 to onpremises
Shared Mailbox creation
Mailbox Routing
Change mail address attribute

- **Power BI/Teams/Planner**
  Creation of dashboard for bussiness analysis.
  Kwnoledge of Dax

- **SYSTEM CENTER OPERATIONS MANAGER (SCOM)**
  Responsible for the management and configuration of the SCOM service (management service, high-availability database service)
  Monitoring estatus of the agents (network devices) managed by EIS Peru.
  Check and provide solutions to solve the alerts/issues reported by the SCOM Server.
  Keep update the infrastructure of network.

- **AIRWATCH (CANADA & LATIN AMERICA)**
  Provissioning user accounts
  Block/wipe user's account information when phone devices are lost of stolen.

NETWOR ADMINISTRATOR
CLINICA MEDICA CAYETANO HEREDIA
Apr 2012 - Jul 2016

- Design, management and support of the hospital's LAN, WAN.
- Configuration and deployment of VoIP Servers Asterisk for the hospital's call center (Asterisk, FreePBX, Denwa PBX).
- Administration and configuration of routers and switches L2, L3 (CISCO, HP, MICROTIK).
- Administration and configuration of Microsoft Windows Server 2008, 2012 servers (AD DC, DNS, IIS, FS, HyperV, WSUS, FTP, SQL)
- Linux Servers (Centos, Debain) installation, configuration and support (Mail, Samba, FTP, Open VPN, Squid Proxy, Iptables Firewall, Web Apache, DHCP).
- UTMs PfSense, Endian installation, configuration and support (Firewall, OpenVPN, Squid proxy).
- Zimbra Mail Server installation, configuration and support.
- OTRS-ITSM Service Desk server installation, configuration and support to assist incidents and requirements IT Services.
- Network Monitor Server installation, configuration and support in Linux and Windows Server (Nagios and PRTG respectively).
- McaFee Antivirus server administration.
- Manage procedures to get the attention of incidents, problems, requirements, tasks and consultations aimed at providing IT services that help improve the core of the business based on ITIL best practices.
- Manage, evaluate and negotiate the acquisition of new infrastructure solutions for servers, networks and telecommunications.

IT SUPPORT LEVEL 3 - PLATAFORMA Y TELECOMUNICACIONES
FORTEL CONTACT CENTER & BPO
Jan 2011 to Apr 2012
- Management and Configuration of PBX Servers (Asterisk).
- Network administration and support.

- Management and configuration of Routers and Switches L2, L3 (CISCO, HP, MICROTIK, D-LINK)
- Implementation and administration of Linux Servers (Proxy, Firewall PfSense, Dhcp, OpenVpn, Apache)
- Tasks automatization using shell Bash.
- Configuration, management and support of UTM's.
- Administration of Kaspersk Antivirus Server.
- Server Administrator Windows 2003, 2008 (Active Directory, FileServer, DNS).
- Administration, configuration and monitoring of Servers.
- Call Charge Reports.
- Make corrective and preventive reports for the solution of problems in the critical components of the platform.
- Elaboration of procedures verification, correction, contingency and maintenance of the platform.
- Provide Support to the INCONCERT Call Center Platform (Release 4.5-5.5- Allegro).

IT SUPPORT LEVEL 2 - Aplications

FOTEL CONTACT CENTER

Oct 2009 to Dec 2010

- Administration, configuration of the Active Directory and security policies proposed by the company.
- Configuration of the LAN Networks.
- Administration of Firewall, File Server, DNs and Kaspersky Antivirus servers.
- Monitoring of the software and hardware resources of Servers with different operating systems with PRTG, ZENOS.
- Attention to the incidents and the requirements made to the IT area.
- Development of incident indicators and area requirements.
- Support in planning the growth of the Platform.
- Investigate and propose new solutions to Management in both Software and Hardware.

COMPUTER LABORATORY RESPONSIBLE

UNIVERSIDAD NACIONAL DEL CALLAO

Oct 2007 to Dec 2008

- Software and Hardware Maintenance of Firewall and Proxy Servers.
- Structured wiring maintenance.

KNOWLEDGE

Networking Routing and Switching

VPN

Network Load Balances

Linux and Windows Servers

Virtualization Technologies (VMware, Hyper-V)

High Availability Technologies, Clustering (Hyper-V, VMWARE)

VoiP Technology

Storage Technologies (SAN, NAS)

AD Federation Services technology, Dynamic Access Control, FSRM in WS2012R2

Remote Administration Technologies (Windows Server Direct Access, VPN)

Lora, Lorawan

C++ Language Programm

Bash

ITIL

Network Protocols: TCP/IP, OSPF, EIGRP, HSRP, RIP, NAT, STP, RSTP, RSTP+, SNMP, SIP, IAX, IMAP, POP3, SMTP, FTP, TFTP, TELNET, Lorawan

Electronic Protocols: RS232, RS485, I2C, USB, Modbus, Lora

EDUCATION

ELECTRONIC ENGINEER

NATIONAL UNIVERSITY OF CALLAO (PERU)

2011 - 2012

BACHELOR IN ELECTRONIC ENGINEERING

NATIONAL UNIVERSITY OF CALLAO (PERU)

2005 - 2009

200-301 CISCO CCNA

IPCERT (ITALY)

March 2021

- Got CCNA certificate ID: CSCO14083242

CAN BUS (Controller Are Network)

UDEMY WEB LEARNING PLATFORM (ITALY)

May 2019

- Understand the commercial and technical factors that have driven the development of CAN Bus.
- Understand the need for network arbitration and how it is done with CAN Bus
- Know the CAN Bus data frame format.
- Get an appreciation of the various parts of the CAN Bus data frame and their purposes.
- Understand how non-destructive collision detection occurs at the byte level.
- Appreciate which part of the protocol is managed in the firmware and what should be specified by the designer.
- Configure the CAN bus message identifiers and the data format on the actual CAN bus hardware.
- Use the CAN Bus simulation software to simulate a CAN bus network.

8051 MICROCONTROLLERS

UDEMY WEB LEARNING PLATFORM (ITALY)

May 2019

- Program 8051 IO Ports 0,1,2, 3
- Use built-in mikroC libraries
- Program seven segments and character LCD using I2C.
- Program serial port (UART)
- Program different modes of timers and counters
- Program Serial port interrupts.
- Program two external hardware interrupts.
- Program timers interrupts.

COACHING

QUALITY LEARNING CENTER (PERU)
Nov 2017 (8 Hours)

- Couching and Leadership

20347 ENABLING AND MANAGING OFFICE 365
NEW HORIZONS COMPUTER AND LEARNING (PERU)
Oct 2017 - Oct 2017 (40 Hours)

- Planning and provisioning of Microsoft Office 365.
- Microsoft Office 365 user and group management.
- Configuring client connectivity to Microsoft Office 365.
- Planning and configuring directory synchronization.
- Planning and distribution of Office 2016 ProPlus.
- Recipient planning and management and Exchange Online permissions.
- Planning and configuring Microsoft Exchange Online services (Migration to Exchange Online).
- Planning and configuring SharePoint Online.
- Monitoring and troubleshooting of Microsoft Office 365.

ENABLING POWER BI
TECNOFOR (PERU)
Sept 2017 – Sept 2017 (8 Hours)

- Differences between PBI and Microsoft Excel.
- Power BI architecture.
- Dashboard, reports, data sets.
- Power BI Desktop.
- Publish PBI Service.
- Data management.
- Relationship between information tables.
- Data design and modeling.
- Dax Language.
- Publish on the Web, tablets and mobile phones.
- Installation and configuration of PBI Gateway.

MCSA TRAINING
NEW HORIZONS COMPUTER AND LEARNING (PERU)
Jan 2014 - Feb 2014
(Microsoft Certified Solutions Associate ID: 10657316
Certification Number: E826-3497
Microsoft Certified Professional
Certification Number: E735-8566)

- **Installation and configuration of Windows Server 2012**
  AD DS, IPV4, DHCP, DNS, IIS IPv6, Local Storage, FPS, GPOs, Hyper-v.
- **Windows Server 2012 Administration**
  R RODCs, NPS, NAP, DirectAcces VPN, FSRM, EFS (Encrypting File System), Windows Deployment Services, WSUS.
- **Advanced Windows Sever 2012 Configuration**
  ISCSI Branch Cache and FSRM, DAC, AD CS, AD RMS, AD FS, NLB, Failover Cluster, Hyper-V & Failover ClusteR.

INFORMATION TEHCNOLOGY INFRAESTRUCTURE LIBRARY (ITIL V.2011)
TECSUP (PERU)
Jan 2013 - Feb 2013

- Service Strategy Management, Demand Management, Transition Management, Operations Management and Continuous Improvement Management.

ENTERPRISE LINUX ADMINISTRATOR & ENGINEER
CIBERTEC (PERU)
Mar 2012 - Jun 2012

- Linux Essentials, Linux Enterprise Administration and Management, Red Services and Linux Enterprise Security.

CISCO CERTIFIED NETWORK ASSOCIATE (CCNA EXPLORATION)
TECNOLOGICAL UNIVERSITY OF PERU
Nov 2010 - Nov 2011

- Network fundamentals, routing protocols and concepts, lan switching and wireless accessing the WAN.

-FORTEL CONTACT CENTER
Jun 2010
Basic Knowledge of SQL Database, MySql.

LENGUAGES

LANGUAGES
Native Spanish Speaker
Advanced English
Advanced Italian

LIDERSHIP

Lead technical group to perform Perimeter and Internal Security projects.
Implementation of Enterprise E-mail, L2L radio links, Data Center, DICOM Image Analsis Services. Supervision of the Helpdesk tasks.
Lead
First Aid and Disaster Brigadist at the Cayetano Heredia Medical Clinic.
Transitional supervisor for the Helpdesk Team in FORTEL CONTACT CENTER & BPO.

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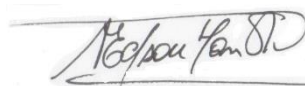E-mail: cvasquez_1663@hotmail.com

Jacksonville 10/12/2022

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ALEXIS EDSON SOTO SANTOS