

Adriana Flores

Core Skill:

AM Analyst

Industry Verticals:

Energy

Mobility

Programming Languages:

Pascal

Visual Basic

PHP

Assembly language

Databases:

Microsoft SQL Server

Microsoft SQL Server

Express

Tools & Techniques:

Ubuntu

Sql Server

SQL

Raspberry

QEMU

Postman

Microsoft Azure

Summary:

Professional with over 9+ years of experience in the IT industry(Service desk, Help desk, Cybersecurity, Infrastructure, MS cloud)

Qualifications:**Educational Background:**

Informatic Engineer, Universidad Alejandro de Humboldt Engineer's degree in informatics (2009-2014) , 2014

Certifications:

Cloud Computing for beginners-Infrastructure as a Service, Udemy, 2024

Identity and Access Governance (IAM/IAG/IGA), Udemy, 2024

Windows Server 2019 administration, Udemy, 2024

Introduction to Cloud Computing on AWS for beginners 2024, Udemy, 2024

Chat GPT Complete Guide: Learn MidJourney, ChatGPT 4 & More , Udemy, 2023

Spoken Languages:

Spanish, Native

English, B2

Soft Skills:

Teamwork

Strong Analytical Skills

Management

Leadership Development

Ethical thinking

Curiosity

Client Oriented

Client Relationship

Adaptability

Analysis

Azure

PROFESSIONAL EXPERIENCE

Industry sector: Travel Services		
Senior AM Engineer (Team Lead)		
2022-04-01 – Currently		
Project descriptions:	Responsibilities: -Creating an inspiring team environment with an open communication culture -Create, monitor, follow up with jira tickets -Help by analyzing and presenting information over to our client(Service now Tickets) - Setting Clear Team Goals -Delegating Tasks and set deadlines for team members(Tier 1 and Tier 2) - Oversee day to day operation -Monitor team performance -Discover training needs and provide technical coaching -Listen to team member's feedback and resolve any issues or conflicts - Recognize high performance and reward accomplishments -Establishing project specifications and technical direction -Creating a framework of technical standards and procedures -Guiding Team members with troubleshooting technical issues - Analysing existing operations to identify risks and redundancies -Conducting comprehensive assessments to develop solutions -Sectigo Monitoring	
Programming Languages:	Tools & Techniques:	Testing:

Industry sector: Travel Services		
Senior Technician (Exploration : SME, Tier 1, Tier 2, Training, SDM, Technical Lead, Team Lead)		
2021-08-10 – 2022-03-31		
Project descriptions:	Responsibilities: -Determine how system works and come up with workarounds (IDM broadcom) -AD(Active Directory) work via JXexplorer -Determine how system works and come up with workaround(Red-hat) with a proprietary tool called Ldaptools -In charge of training new joiners -Creating processes, work arounds and document them -Handle escalations for any team member or the account itself -Floor Support - Respond to any requirements coming from Email, Service now, etc -Point of contact for managers, stakeholders, etc -In charge of speaking with our client, address their needs -Control over provisioning Manager(Broadcom) tool -Handle onboarding, off boarding requests -Manual New hire and Re hire via post man -Creating Mailboxes via provisioning Manager -Create, modify or document policies - Handle service accounts and any issue that may arise with the tool -UID/GID issues Red hat linux(Ldaptools) -Moving users from OU's(using either idm (Broadcom), provisioning manager(Broadcom) -Administer group's in AD(Active Directory) -Single Sign on partnership process -Provide people feedbacks, help them understand processes -Decision making -MIM(Major incident Management) according to travel port policies and processes	
Programming Languages:	Tools & Techniques:	Testing:

Industry sector: Test Administration Industry		
System Administrator/L2 Engineer Morning Coordinator Frontline		
2021-01-01 – 2021-07-07		
Project descriptions:	Responsibilities: -Assigned Subnets azure -Azure clean up - Responsible for providing solutions or informing of any issue that may arise in the morning shift - Resolved or escalated any issue that arose within morning shift -If possible , tried to improve processes -Build up servers by using Powershells scripst and configure them according to well stablish procedures -Back up files(Robocopy, Teracopy, Comvault) -Build up Jumpbox -Configured servers(Windows server 2019) as per well-established processes -In case of any problems with applications or server,applied knowledge to determine what went wrong -Promoted servers to Active directory domain controller -Created user and add groups to them in active directory domain -Shared drives -Map network drives -Bastion and RDP to remote into servers -Troubleshooting Old virtual system that is host on Xencenter -Idrac Administration	
Programming Languages:	Tools & Techniques:	Testing:

Industry sector: Test Administration Industry		
System Administrator\L2 Engineer (Frontline)		
2020-11-01 – 2021-01-01		
Project descriptions:	Responsibilities: -Build up servers using Powershell script and configure them according to well-established procedures -Back up files(Robocopy, Teracopy, Comvault) -Build up Jumpbox -Configure servers(Windows server 2019) as per well established processes -In case of any problems with them, apply knowledge to determine what went wrong -Promote server to Active directory domain(Domain controller) -Created users and added groups to them within the active directory -Installed and configured IIS(Internet information manager) as per established processes -Installed and configured SQL as per established processes -Shared drives - Map network drives -Bastion and RDP to remote into servers	
Programming Languages:	Tools & Techniques:	Testing:

Industry sector: Test Administration Industry		
L1 Engineer		
2020-09-15 – 2023-11-01		
Project descriptions:	Responsibilities: 1st Engagement with TCA\TCM to begin migration Process -Ran pre Created Powershell scripts and CMD scripts to build up computers - Guided TCA\TCM to install windows(PXE Boot) and troubleshootted issues sometimes remotely and sometimes i will explain TCA\TCM how it needed to be done -Troubleshoot Issues related to ethernet, drivers, etc -Troubleshoot issues related to their proprietary apps	
Programming Languages:	Tools & Techniques:	Testing:

