PERSONAL INFORMATION

Name: Freddy Andrés
Last name: Guerrero Zambrano
Actual Location: Bogota, Colombia
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Andres24124@hotmail.com

LICENSES AND CERTIFICATIONS

- ✓ Azure Architect Technologies AZ-303
  March 2022

- ✓ Azure Administrator Associate
  February 2022

- ✓ Azure fundamentals
  December 2021

- ✓ AWS Certified Solutions Architect – Associate
  February 2021

- ✓ Fortinet NSE4
  December 2020

- ✓ Oracle Cloud Infrastructure 2019 Architect Associate
  July 2020

- ✓ EF SET Certificate - C2 Standard English
  February 2021

ANDRES GUERRERO

Electronic engineer

AWS and Azure Certified Engineer

Telecommunications Technology specialist

PROFILE

Electronic Engineer from Universidad Nacional de Colombia and Specialist in Technology of the Telecommunications from the Universidad of Buenos Aires.

I'm person which want to improve daily his skills and to continue learning all the new features related telecommunications, servers on premise and cloud, SIP technologies, firewalls, virtualization and cloud services like AWS (EC2, VPC, ELB, RDS, EKS).

I have a strong knowledge in Office Tools (SharePoint, Office365, Active directory), operating Systems (Windows, Linux, Centos), DWDM, SDH, switches (Cisco, HP, Huawei), Firewalls (Fortinet), AWS EC2-S3-VPC. Experience in working under pressure. My goals are basically learning more and more into innovative the new technologies that are developed today and be recognized as a good professional.

EDUCATION INFORMATION

SPECIALIST STUDIES

University Buenos Aires (UBA)

Specialist in Technology of the Telecommunications

2011 – 2013

COLLEGE STUDIES

National University of Colombia

Electronic engineer

Electronic engineering studies emphasized the area of telecommunications.

2006 – 2011

ANDRES GUERRERO

Electronic engineer with

Specialization in Telecommunications

SKILLS AND VALIDATIONS

- ✓ Amazon Web Services
  - o AWS EC2
  - o AWS VPC
  - o AWS ELB
  - o AWS RDS
  - o AWS EBS
  - o AWS CloudWatch
  - o AWS Lambda
  - o AWS Kinesis
  - o AWS IAM
  - o Amazon connect

- ✓ Microsoft Azure
  - o Azure Blob Storage
  - o Azure Virtual Machines
  - o Azure Backup
  - o Azure Active Directory
  - o Virtual Network

- ✓ MariaDB Database
- ✓ Fortinet
- ✓ Oracle Database
- ✓ Active Directory
- ✓ SharePoint
- ✓ Office 365
- ✓ SIP, LAN, WAN
- ✓ Switching
- ✓ Firewalls
- ✓ DWDM
- ✓ SDH
- ✓ VMware
- ✓ Docker
- ✓ Kubernetes

WORK EXPERIENCE

NICE (SUTHERLAND)

Occupation: Cloud Network Engineer

Duration: April 2021 – Present

City: Bogota, Colombia

Task's: Cloud expert engineer in charge of support project implementations with NICE, give guidance to the implementation team to fulfill the best practices of implementations in the cloud (AWS, Azure), develop and execute cloud training plans and also give support in the IHD (installation help desk) team when the projects go live.

- ✓ AWS: Load Balancers (ALB, NLB), Amazon Connect, Kinesis, Lambda, EC2, RDS(Oracle), CloudFormation, Auto-scaling, VPC, IAM, EKS.
- ✓ Networking: Firewalls, F5 balancers, switching,
- ✓ Nice platforms: Engage, WFM (Workforce management)
- ✓ Troubleshooting Oracle, MSSQL databases
- ✓ Troubleshooting Linux, Windows server OS
- ✓ Troubleshooting SIP environments (PBX)

BAYPORT FINANCIAL SERVICE COLOMBIA SA

Occupation: IT Manager – Cloud network engineer

Duration: April 2018 – April 2021 (3 years)

City: Bogota, Colombia

Task's: Maintain essential IT operations, including operating systems, security tools, applications, servers, email systems, laptops, desktops, software, and hardware.

- ✓ Planning and deploy technology projects with a huge analysis of the budget and implications over infrastructure.
- ✓ Track and maintain hardware and software inventory.
- ✓ Owner of the core infrastructure of the company hosted in AWS with also management of the budget.
- ✓ 24/7 AWS support of the infrastructure hosted in AWS. support related to EC2, ELB, Oracle, MariaDB RDS, VPC, EFS, EBS,
- ✓ Support over application core and troubleshooting related to webservices in PHP, Tomcat, Java, asp.net

ANDRES GUERRERO

Electronic engineer with

Specialization in Telecommunications
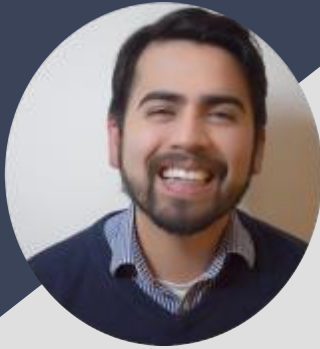
LANGUAGES

✓ English (Full professional)

✓ Spanish (Native)

COURSES

✓ Course AWS certified solutions architect – Associate

✓ Fortinet NSE4

✓ DIplomate of CCNA

✓ Managed of SDN controllers Opendaylight.

✓ Managed of a SDN Network by Mininet

HONORS- AWARDS

✓ Season start of NTD Huawei Q2

✓ Successfully Upgrade of U2000

WORK EXPERIENCE

BAYPORT FINANCIAL SERVICE COLOMBIA SA

Occupation: IT Specialist

Duration: Feb 2017- April 2018 (1 Years 2 month)

City: Bogota, Colombia

Task's: IT specialists in charge to plan, deploy, configure, maintain, and monitor their organization's networks and infrastructure. In charge to manage the VoIP Servers provided by Netcom and de call center. I also have assigned the management of the firewalls of the regions which is located Bayport Colombia like 28 branches', also manage the VMware server and Database related to the Core System of the Company that is in Oracle engine and Microsoft Server 2012-2016.

✓ Support the infrastructure of the Organizations and resolve critical requirements that are urgent to resolve on the company.
✓ Working in conjunction with the South Africa Team to resolve the issues related to the implementation of the MPLS of Century Link to implement the new core system of the company.
✓ Implemented the infrastructure of the new core system with the vendor Century Link (9 virtual servers located in a DC On-Premises)
✓ Managed the network provided by OI4T for the actual core system which is a web app that we managed on a Linux server to maintain the stability of the services which use the operators that load the loans in the Company.

A & B MEDICAL EQUIPMENT (CADWELL)

Occupation: Technical Support Engineer

Duration: December 2010- Present

City: Bogota, Colombia

Task's:

Responsible to make the analysis and resolution of the critical incidents related to the equipment's of EMG (electromyography) and EEG (electroencephalography) Brand Cadwell to perform action plans actions and solutions which conclude in the satisfaction of the customers in Colombia, Ecuador, and Peru.
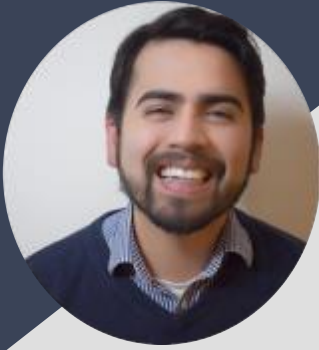
Task:

Resolve the issues of the customers in Colombia and Ecuador that can cause problems in the acquisition data in equipment's of EEG and EMG Brand Cadwell by remote software as LogMeIn rescue and TeamViewer to see the problem and to make the correct troubleshooting to avoid future incidents. All the tasks are made by remote control over the devices.

ANDRES GUERRERO

Electronic engineer with

Specialization in Telecommunications

WORK EXPERIENCE

HUAWEI TECHNOLOGIES

Occupation: Optics Engineer Specialist

Duration: Feb 2015- Feb 2017 (2 Years 1 month)

City: Bogota, Colombia

Task's: Specialist Engineer in charge to resolve critical incidents related to the Transport Network reported by the customers Claro, Tigo in order to fulfill the SLA agreements, Resolve tickets in conjunction with the Mexico TAC Team and the China GTAC Team. Strong knowledge in SDH, DWDM, MSTP, Solaris (M4000 Servers), SQL.

- ✓ Resolve critical issues on the Tigo and Claro Network reported by the NOC team.
- ✓ Make Analysis reports of the issues that are critical on the customer network with the respective solutions.
- ✓ Optimize the DWDM and SDH network of the Claro Network.
- ✓ Work with the TAC and GTAC Team to resolve the most critical incidents.
- ✓ Perform Maintenance windows to maintain the stability on the network with the U2000, Data Center and Navigator tool's
- ✓ Review the Configuration of the server of the customer Claro and Tigo (Solaris M4000)-SQL.

LEVEL3 (CENTURY LINK)

Occupation: NOC Support Engineer

Duration: October 2012- July 2014 (1 Years 10 months)

City: Buenos Aires- Argentina

Task's: Person In charge of the operation and support related to executive reports and maintenance reports related to the Backbone Network for South America, Caribbean, and Mexico. Daily tasks by monitoring all network elements and backbone circuits, and working with appropriate departments, vendors to have the correct documentation to make a consolidation of the network and made the properly analysis to find the solution with the NOC team.

Daily interaction with the North America Team to report and made the analysis of the critical incidents that affected the backbone network in Latin America (Latam).

Experience working under pressure and to made plan actions of the several and continuous incidents that can cause affection in the services to avoid escalations by the customer that acquire the services.
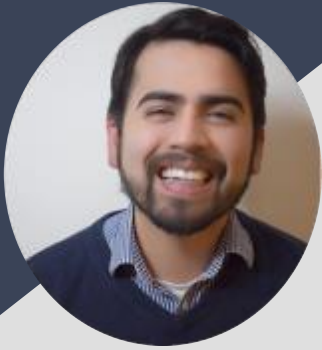
FAMILY REFERENCES

- **Name:** Norberto Guerrero
  Job: Economist degree in chemistry (Teacher)
  Phone:
  (572) -7222295

- **Name:** Hilda María Zambrano
  Job: Graduate in Mathematics
  Phone:
  +57 315 4349657

- **Name:** Diego Guerrero
  Job: Anesthesiologist
  Phone:
  +57 311-358-0282

LINKEDIN PROFILE

linkedin.com/in/andresguer rero24124

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Supports will be delivered upon request

PROJECTS

- **Upgrade Database from 11g to 12c (sept 2020 – oct 2020)**

From aws oracle 11g to 12c due to end lifetime of the version 11g, upgrade made over RDS AWS

- **Migration On-premises to AWS (nov 2019 – apr 2020)**

Migration of the on-premises infrastructure located in Century link to AWS. EC2-based infrastructure and balancers with Fortinet firewall and Oracle database

- **Office 365 Implementation (jun 2017 – aug 2017)**

Migration of the current server mail (Mail enable) which was a POP/IMAP service to the new system office 365 to give to the employers which was around 280 totally and give such features as: Exchangue Mail, Skype for business, Azure AD, One Drive.

- **Dialogo Bayport (feb 2017 – jul 2017)**

Successfully implementation of the Infrastructure to use the new core system called Dialogo which is a financial software that gives more features to the employers of Bayport. It was implemented around 2 oracle servers in HA and 7 VM Servers which uses citrix to let access to the employers to this System

- **Management of the DCN Huawei devices OSN Optix by a SDN network using a HP Switch (Van Controller) (nov 2014 – nov 2016)**

Software defined networks (Software-Defined Networking, SDN) HP provide a comprehensive solution for automating the network from data centers to campus and branches. The HP SDN ecosystem maximizes innovation in these networks by providing resources to develop and create a platform for the sale of SDN applications.

- **Design and Simulation related to Software Defined Networks (SDN) and its advantages over traditional networks based on Mininet tool. (dec 2013 – mar 2014)**

Innovative and Cutting-Edge for new technologies, to define networks and look at the performance of a routing based on OpenFlow and controlled by a remote server with a public IP and linked with open day light for the visualization and control of flows and QoS in the network created from a code in Python.

- **Telemedicine with cardiovascular Foundation between regions of Bucaramanga and San Andrés (jun 2011)**

Configuration from the IP layer to the ratio of patients to be handled Bucaramanga patients with teams of San Andres to also be read by Neurologists from both places and implement a network between these two locations based on a design server client where the server would be a team located in Bucaramanga and thus make the connection to San Andres equipment for submarine fiber channel where the shuttle is provided to reach the island.

- **Interpretation of neuronal waves captured in a human by electrodes with medical equipment of EEG brand Cadwell and with flash stimulations. (sept 2010)**

Study of the waves generated by a human being which were captured by a biomedical equipment cadwell brand which has a patient electrode are placed with an international system implemented (10-20) and a bandpass filter to prevent rejection wave Electric (50Hz / 60Hz) to made the correct diagnoses of patients with critical diseases.