**PEDRO CONCEPCION**

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**IT INFRASTRUCTURE & OPERATIONS MANAGEMENT**

**SUMMARY OF QUALIFICATIONS**

*IT, Telecom and Networking Infrastructure Engineering, Implementation and Delivery / Datacenter Infrastructure Implementation and Management / Cloud Computing & Virtualization / 24x7 Service Management based on ITIL Best Practices / Contingency & Business Continuity Plan / Processes, Standards & Policies Implementation / Infrastructure Project Management / Strategic IT & Business Planning / Systems Integration Planning & Implementation / Technology Needs Assessments & Solutions / Technical Documentation, Policies and procedures / Budgetary Planning & Control / Cost Reduction / Vendors & Customer Relationship Management / Team Building & Leadership / Airports & Airlines Systems / Call Centers Technologies / Manufacturing Systems / Bilingual Spanish – English*

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| **Operative Systems/**  **Server/Workstations:** | MS-DOS, Windows Server v2000, 2003, 2008, 2012, Workstation: XP, 7, 8 , 8.1. MacOsX, OS400, UNIX, Linux RedHat, Linux Mandrake, Suse, Ubuntu, Apple Mac Systems ( Domain Controllers, ISA Server, Ms Exchange Server 5, 2000, 2003, 2007, 2010, 2013, SharePoint, EPOP Messenger, Antivirus EPOP, Files & printer Sharing, WDS, WSUS IIS servers, Files Server, Application Server, Print & Fax Server, SAN, NAS, GCS, AWS, Azzure. |
| **Networking / Protocols:** | LAN/WAN, FTP HTTP, HTTPS, LAT NET, WINS, DHCP, DNS, NIS, NFS, FDS, NTFRS, IIS, SNMP, LDAP, SNTP, POP3, SAMBAR, Active Directory, DSL, ADSL, ISDN, CABLE,T1, T3, DS3, VoIP, Dial up, Frame Relay, CAT5, CAT6, Optic fiber, Cisco switches, routers, bridges, wireless, VPN, EVPN, Firewalls, Terminal Emulator. TCP/IP, IPv4, IPv6, RIP, IGRP, EIGRP, OSPF, BGP, NAT, QoS, IPSec, MPLS, CSS Load balancing. Cloud Computing, VMWare, VSphere |
| **Network applications**  **& Monitoring Tools:** | NetBackup, Ultrabac, Archserve, VSPhere, VERITAS, Citrix, Norton Ghost, Track IT, NetCool, PC Anywhere, Vantage, Openview suite, SiteScope, ArcSign, NetQos, SYMC Backup, VMware, Hyper-V, VNC, DameWare. Orion Monitoring Tool, SolarWind, Putty, SpiceWorks, Nagios. IDS, BMC SpiceWorks, DameWare. MS System Center, DCIM, SCOM, |
| **IT Security:** | Windows & Linux Security Policies, Cisco PIX, Cisco ASA, 3com Office Connect Firewall, Checkpoint Firewall, McAfee Total virus defense, Symantec NAV, Norton, Panda Antivirus, Trend InterScan Virus Wall, Webtrends & Security Manager, Real Secure IDS Sensor, Websense, McAfee, McAfee, Nice Vision & logger. PGP encryption |
| **Security Systems:** | Security cameras, Infrared sensors, Tapes, DVR, DVD recorders, DCR, Local and Remote Alarms, Web Monitoring Cam’s, Incidences systems detectors. |
| **ERP/CRM Software:** | Macola, SAP, Great Plains, Microsoft Dynamics (Navision), JD Edwards/PeopleSoft, Microsoft Office Suite, Works Suite, Corel WordPerfect, Lotus SmartSuite, Amadeus, Sabre Interact, Remedy, IEX. |
| **Web & Database:** | Visual FoxPro, SQL, Oracle, Ms Access, Crystal Reports, File Maker Pro. HTML, VXML, ASP, Java Scripts, .net, |
| **Telecommunications** | Cisco VoIP, Cisco Call Management, Asterisk, 3Com NBX, Nortel PBX, Avaya PBX, ACD, CTI, Interactive Intelligence, Intervoice, IVR, RADS, Wifi, WiMax, Blackberry, Iphone, Ipad, Android. |

**PROFESSIONAL EXPERIENCE**

**IT Site Admin Infrastructure and operations**

*SITA Global Services, Los Angeles, CA, Company Head Quarter in Atlanta GA - from 04/2011 to 01/2014*

(Key projects & Achievements)

* Managed the IT infrastructure, project engineering, implementation, delivery and 24x7 service operations based on ITIL best practices for hosting over 40 Airlines at Los Angeles International Airport (LAX) and Phoenix International Airport (PHX).
* Implemented and delivered Data Center Infrastructure projects (IBM/HP Windows/Unix OS, AD, GPO, DHCP, DNS, IIS, DFS, NTRFS, SNMP, LDAP, WDS, WSUS , SQL Database, NAS data Storage, Ultrabac Backup, Symantec AV, VMware, Citrix XEN, Cloud, Data Warehouse, CISCO MPLS Networking platform, Switches, ASA, Cisco UCS; hosting web base and client server platforms CUTE, CUSS, BRS, CUPPS, FIDS, BagManager and CRM’s applications: Amadeus, Sabre, LDCS, etc.
* Lead the technical staff and supervise, guide, monitor and improve the quality of service providers.
* Managed the service support areas of incident, problem, change, release, configuration management and service desk.
* Manage the service delivery areas of service level, availability, capacity, financial, it service continuity, business impact assessment, capacity planning and business resumption/disaster recovery.
* Managed the technical equipment & consumables availability, asset inventory logistics, site technical documentation (network, facility etc.). Ensured that the end user services are provided in the most cost efficient and productive manner.
* Provided SLA feedback, SOW, KPI’s, RCA and infrastructure current availability to Airport senior management.
* Managed the Staff and increased the affectivity of service management improving the end user satisfaction.
* Accomplished the SLA and Infrastructure availability in a 100% during almost three years.
* Deployed services and Updates for 2600 Workstations for running ATI Cloud hosted airlines and airport applications.

**Information Technology Manager (Contractor)**

*APAC Customer Services - Dominican Republic, Company’s Headquarter in Cedar Rapids, IOWA - from 09/2009 to 12/2010*

(Key projects & Achievements)

* Built from scratch & Managed the IT & Telecom Infrastructure and operations for Call Centers in the Dominican Republic, supporting customer service operations for clients such as; Mediacom, My-Space & Post Media Network.
* Built the Datacenter (Racks, CAT6/Optic Fiber Cabling, Cooling System, DCMT, Grounding Cisco MPLS Networking, Metro-Ethernet Circuits, Windows 2008 Servers, SAN Storage, Symantec Backup, Norton Ghost, Citrix XEN, MS Exchange 2010 Integrated with BB Enterprise, MS SharePoint 2010, Nagios)
* Built the Avaya VoIP Telecom Infrastructure with over 700 ACD’s and CTI’s (hard and soft phones)
* Implemented the Service management based on ITIL best practices, local policies and procedures for serving over 1000 users.
* Managed vendors, contractors and delivered Infrastructure under budget.
* Incremented the production in 100% avoiding systems outages and accomplished the SLA with the customer in a 100%.
* Implemented the Avaya VoIP Telecom Infrastructure with over 700 ACD’s and CTI’s (hard and soft phones)
* Built 800 Dell Workstations with Windows XP, and Vista Systems.
* Implemented the Call Center ERP/CRM Applications, IEX, Call Recording, CCTV/Event and Surveillance recording Systems.

**IT Site Manager**

*ACS Affiliated Computer Services, a Xerox Company, Dominican Republic – from 02/2007 to 09/2009*

(Key projects & Achievements)

* Built from scratch & managed the IT Infrastructure operations for Call Centers located in the Dominican Republic, for serving the customers service operations of two US major Wireless telecommunications providers *T-Mobile & Boost Mobile.*
* Built the Datacenter Infrastructure (Racks, CAT6/Optic Fiber Cabling, Cooling System, Grounding, Datacenter Monitoring tools. Cisco MPLS Networking, Windows 2008 Servers, DMX/SAN Storage, McAfee E-policy, Citrix Servers Farm, MS Exchange Server 2007 Integrated with BB Enterprise, MS SharePoint 2007, VMware, Orion Datacenter Monitor, Avaya PBX/UNIX platform, Gateways G650, Digital and Analog Cards, DS1 and DS3 Circuits)
* Implemented the ITIL service management policies and procedures for supporting over 2000 End users.
* Incremented the production and new business development & avoiding systems outages in a 99.8%.
* Hired and trained the technical staff and closed participate in the team development.
* Twice awarded for Infrastructure project delivery ahead of the time, hard work, sacrifice and team goals accomplishment
* Deployed over 1500 workstations running windows XP systems with PGP HD encryption for serving over 1500 ACD’s and CTI’s
* Implemented the Call Center ERP/CRM Applications, Nice Call Recording/Nice Logger). CCTV/Event & Surveillance Systems.

**IT Site Manager (Contractor)**

*ARINC Managed Services – Dominican Republic, Company’s Headquarter in Annapolis, MD, 2/2005 – 2/2007*

(Key projects & Achievements)

* Built from scratch and Managed the IT Infrastructure Operations for Las Americas International Airport (SDQ) and Puerto Plata International Airport (POP) located In the Dominican Republic, Hosting Multiples Airlines operations for International Flights.
* Built the Datacenter (Racks, CAT6/Optic Fiber Cabling, FC/SCSI Cooling System and Grounding, Cisco Routers, Switches, Firewall, Connectivity T1, Frame Relay, ISDN Circuits, Call Manager, HP Windows 2003 servers, WDS / UNIX, SQL and Oracle Databases, SAN/AMS Storages fiber channel, NetApp, Symantec Backup, Citrix Virtual, MacAfee EPO, WDS, Norton Ghost, Orion Network tools for monitoring network and Servers for Hosting IMuse CUTE, EVIDS, FIDS Systems, Web Applications and CRM Client/Server Applications such as: Amadeus, Sabre, LDCS etc.
* Implemented the IT service management, local policies and procedures for serving over 2000 End users in two locations.
* SLA Goals accomplished in 100% during two years supporting over 3000 users in 2 locations.
* Built over 1600 XP Workstations with Airlines IP peripherals (BGR, DCP, ATB, OCR)

**IT Operations Manager**

*Wormser Company, LTD. – Dominican Republic – Company’s Head Quarter in Sharon, TN, 01/2001 – 2/2005*

(Key projects & Achievements)

* Managed the IT Operations in the Dominican Republic supporting the operations of three manufacturing factories multi locations.
* Built the Datacenter Infrastructure (Racks, CAT5/Optic Fiber Cabling, Cooling System and Grounding, Networking 3Com Switches, Office Connect Firewalls, , 3Com Office Connect Firewall, Windows 2000 Servers, AS400 Servers, SQL, NAS Units, VERITAS Backup, NBX with 4 Analog Lines and over 100 extensions)
* Built the physical security system (Infrared Cameras, DVR, Secure Access Pass)
* Built 600 Windows 2000 workstations and later migrated to XP systems.
* Implemented the new SAP/R3 4.6 systems infrastructure for supporting management operations.
* Developed & Implemented SAP Modules Including Reports, Layouts, Modifications and Enhancements.
* Involved in applying of SAP Support Patches, R/3 Kernel Patches and upgrade of other SAP executable for fixing SAP bugs and smooth system runtime.
* Conducted SAP workshops and key user training sessions, providing knowledge transfer of SAP concepts and operations and improving the productivity of users by over 25%.
* Developed and implemented new information systems for shipments, labeling and patterns.

**NOC Engineer**

*CODETEL a GTE Company - Dominican Republic: – from 7/1993 to 01/2001*

(Key projects & Achievements)

* Configured and deployed several ISDN and frame relay, Internet Premium connectivity based in technology Cisco and Nortel Networking Systems for enterprise customers as an ISP company.
* Twice awarded for exceeding individual and team goals.
* Awarded with the first star of excellence in the customers service.
* Awarded for NOC operations recovery ahead of time after damages caused by Hurricane George

**EDUCATION & CREDENTIALS**

* M.S in Information Technology Project Management – Completed 2 years of study. Graduated 8/2014 With Honors

*APU – American Public University: – Charles Town, West Virginia, United States.*

* B.S. in Computer Science – Completed 5 years of study, Graduated in 12/2001

Technological University Of South: – Dominican Republic

* Master Technician of Information Systems – Completed 2 years of study, Graduated in 12/1998

*INFOTEP Technical School, program for masters technicians: - Dominican Republic*

* Computers & Networking Technician – Completed 2 years of study – Graduated in 11/1994

*SECOM Technical School - Dominican Republic*

**CERTIFICATIONS / TRAININGS**

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| * CCNA - Cisco Certified Network Associate | * ITIL V3 Foundation |
| * CCNP - Cisco Certified Networking Professional | * Practical Management Leadership |
| * MCSE – Microsoft Certified Systems Engineer | * Finances for Management Development |
| * MCP - Microsoft Certified Professional | * International Management Orientation |
| * DELL Associate Systems Expert Servers | * Management in process of changing |
| * DELL Associate Desktops and Workstations | * Business Administration |
| * DELL Associate Systems Expert Portables | * Business Development |
| * DELL Associate Systems Expert Wireless | * Business Planning |
| * Telecom Foundations | * 7 habits of the highly effective people |
| * Data Telecommunications | * Memorable Service |
| * NOC Internet setup & Support | * Effective Sales Negotiation |
| * Technical Certified Trainer | * Total Quality Systems |
| * Hardware Technician A+ |  |