

# Caleb Ramírez



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👤 Age 39

## About Me

I am a very efficient person able to develop myself in any work environment, take on challenges and resolve any situation. I am collaborative and work as a team. My motivation is job growth.

## ACADEMIC LEVEL

### GRADE

**Ciencias de la comunicación**  
(Centro Universitario Interamericano)

### High school

*Technological Baccalaureate*  
(Graphic Design)

## LANGUAGES

Spanish

English

## EXPERIENCE

### T-Systems

2014

- **Network and Servers** and IT Security OPM (for internal IT services)
- **VWM** Servers and IT Security OPM
- **VW BANK / MAN-TRUCK & BUS MEXICO** OPM
- **AUDI** Technical Lead AD / FS

### Teleperformance / Comcast

2013

- **Bilingual Advisor**

### TELCEL

2012

- **E-Contact / Servifon** Sells and Services Supervisor

### T-systems

2010

- **Volkswagen** Lead Management Coordinator
- **VW Bank** Financial Advisor

### Megacable Comunicaciones S.A. de C.V.

2007

- Branch Manager
- Team lead of networks Maintenance
- MEG@Red and MEGAFON monitoring and technical Support (internet and VOip services)

## Certifications

- ✓ Certification LEAN IT (Process improvement)
- ✓ Foundation Examination (ITIL®)
- ✓ Intermediate Certificate in IT Operational Support and Analysis (ITIL®)
- ✓ Intermediate Examination in Service Offerings and Agreements (ITIL®)
- ✓ Intermediate Examination in Planning Protection and Optimization (ITIL®)
- ✓ Intermediate Certificate in IT Service Transition (ITIL®)
- ✓ Advanced Solutions Of Microsoft SharePoint Server 2013 Architecture and setup

## Leadership

- IT Security Operations Managers (Vulnerabilities, Users management, risk, cert, antivirus, antispam)
- Servers Operations Managers (Windows/Linux)
- Field Services /Service Desk Operations Manager
- Networks and Voice Operations Manager

## Current Management

- *Logging processor Qradar 2 Servers*
- *Antivirus tool EPO Console 3 Servers*
- *Antispam Iron Port 4 servers*
- *Server Monitoring (SMILE, HP Site Scope, Tivoli) 34 servers in infrastructure*

## Featured Projects

- ✓ Migration of meets teleconferences to WEBEX TEAMS
- ✓ Implementation SMILE Project Servers monitoring **VWM**
- ✓ Delivery Productive Servers to **VWM** operations
- ✓ Configuration and domain migration of the entire infrastructure **AUDI**
- ✓ Migration from analog to digital signal **MEGACABLE** in Puebla