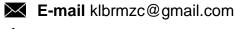
Caleb Ramírez



C Phone 22 2151 9603 🔟

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

Billingual 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.

- 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

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

Leadership

 IT Security Operations Managers (Vulnerabilities, Users management, risk, cert, antivirus, antispam)

2013

2007

- Servers Operations Managers (Windows/Linux)
- Field Services /Service Desk Operations Manager
- Networks and Voice Operations Manager

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