



Info & contact

Nationality Argentinian, Italian

Phone (+54) 299 455 2537

Email gerardo.gallastegui@hotmail.com

Address Neuquén Capital, Argentina

Education

2001 - 2008

Ingeniero en Sistemas de Información

UTN - Facultad Regional Córdoba, ARG

Languages

English

Spanish

Italian

References

Esteban Pérez

Data & Application Integration Architect
Boehringer Ingelheim

Phone: +54 9 3364293941

Email: esteperez@gmail.com

Claudio Schmid

Head of IT - ROPU South America
Boehringer Ingelheim

Phone: +54 9 1150144858

Gerardo Gallastegui

I'm a simple person living life at its fullest, enjoying every new challenge I take.

I have worked for over a decade on IT, adapting to new technologies and working with teams world-wide. Motivation and dedication have always been part of each position.

I also enjoy working on customer service positions, fully engaged to offer high quality services to customers.

Experience

Jul 2023 - Dec 2023

Casa TO - Puerto Escondido, México

Receptionist and Concierge

Reservations and guests managements (CloudBeds)

External services sales and coordination

Attend and solve inquiries via phone, mail and chat

Management of guest and external charge collections

Daily reports generation

Dec 2022 - May 2023

Iberostar Group - Palma de Mallorca, España

XML Business Analyst

Review and analysis of customers performances to determine the best improvement decision

Customer Support (Jira ticketing)

New customers onboarding

Push / Pulls integrations

APIs (XML, Json)

Jan 2022 - May 2022

Freesoul Hostel - Palomino, Colombia

Hostel Manager

Responsible for all reservations, payments

Reservations management

CloudBeds platform usage

Trained new members of the guest service team

Hostel enhancements proposals to CEO

Jun 2011 - Dec 2021

Boehringer Ingelheim - Bs As, Argentina and remote from México

Integration Engineer

Design, development and implementation of integrated solutions

Integrations between Ms Axapta 2012 and external / internal systems using Sonic ESB (Aurea)

Integrations between external / internal systems (SAP, MDM, Pega, etc) using SAP PI / PO

DB SQL Server / Oracle

Axway API Management

Agile methodologies

Atlassian products usage (Jira, Confluence)

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Experience

Sep 2010 - May 2011

Teletech - Buenos Aires, Argentina

Web Application Developer

Responsible for web applications developments and implementations.

Technologies:

C#, Javascript, XSLT, XML, HTML

.Net Framework (1.1, 2.0, 3.5)

DB Oracle Data Base Programming (PL/SQL)

Feb 2009 - May 2009

Petrolera Entre Lomas SA - Neuquén, Argentina

IT End User Support

Responsible for solving software and hardware issues to more than 50 employees.

User assistance (IT)

Active Directory Management

Backups Management

Applications configurations (Network, Lotus Notes).

Mar 2008 - Sep 2008

VoIP Group - Córdoba, Argentina

Web Developer

Web services development and maintenance

Technologies:

ASP.NET (VB.NET)

Visual Basic 6

DB SQL Server 2005

Aptitudes

Analytical skills

Problem solver

Positive energy

Team work

Adaptability