

Gaston Lopez
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Skills

ITIL V3 Certified: Practitioner with focus on Service Transition and Service Operation

Project Management: Costs, Resources, Critical Path, Concurrent Projects

Operating Systems: Windows 2008, 2003, 7, Vista, XP, 2000, NT 4.0, NT 3.51, Linux, Novell NetWare, BSD, MS-DOS, Amiga Workbench, Max OS X.

Messaging systems: Microsoft Exchange server 4.0, 5.0, 5.5, 2000, 2003, 2010.

Database Systems: Microsoft SQL Server 6.5, 7.0, 2000, 2005, 2008, Oracle 9, 10, Third party Replication, MySQL 4, 5.

Web servers - Containers: Internet Information Server, Site Server, Apache, Tomcat, Jetty, JBOSS, Web logic, Web sphere.

Cryptography/Security/VPN: Microsoft Internet Security and Acceleration Server (ISA) 3.0, 2004, 2006, PGP, Fire-walling, VPN and access policies.

Programming Languages: ASP, Perl, PHP, HTML, CSS, JScript, Vbasic, XML, SQL

Design: Macromedia Flash 8, 9, 10, Adobe Photoshop CS5, Adobe Illustrator CS5, graphic creation, manipulation and optimization

Digital Dashboards / Wikis: SharePoint Services / Server. Doku Wiki, Open Wiki.

Virtualization: Microsoft Hyper-V, VMWARE vSphere 4.0, SUN VirtualBox 4, Virtual Server 2005 R2 and Virtual PC

Telephony: Nortel BCM-400 (Digital / VoIP)

Professional Experience

Casebank Technologies Inc. -2001/Current <http://www.casebank.com>

IT Manager

- *IT Service Operations*
 - *Evangelist and main player in the process of transforming a reactive IT operation into a service management operation based on ITIL V3*
 - *In charge of Internal and External Help desk processes and protocols*
 - *In charge of the release and deploy process improvements based on ITIL Guidance*
 - *In Charge of Alert and Monitoring for the servers and applications, based on smoke sanity tests based on Selenium and GFI Server Monitors*
 - *In charge of formalizing processes and documentation in the path to get the ISO 12207 Certification*
 - *In charge of the virtualized Lab environment for QA and Developers*
- **IT Infrastructure**
 - Design, implementation, management and maintenance of the hardware and software infrastructure at head office, remote co-location facilities and several customer sites
 - Managing Internet Domains, software and hardware purchases, licenses and inventory control
 - Managing an IT Support Team which configured and maintained over 80 workstations and laptops

- Design, implementation and maintenance of a Secure VPN solution that allowed authorized personnel (Sales staff, Software Developers and Content Developers) to work remotely
- Maintaining several MS SQL 2000, 2005, 2008 servers (Backup, Restore, Security, Optimization, Indexes, replication)
- Postmaster duties (Exchange Server 2003 / 2010 – Active Directory, Outlook Web Access, Integration with Lotus Notes Domino)
- Network security
 - Design, implementation and maintenance of the Firewall and Proxy schemes based on MS ISA 2006 (Publishing rules, Intruder detection, Port Managements, reverse proxy, Log Analysis)
 - Definition, design, implementation and monitoring of the Network backup solution based on I365 (Seagate company former evault)
 - Definition and implementation of corporate and customers disaster recovery including ISP switchover, Hot Spares and after-hours / weekend contingency procedure
 - Continuous monitoring LAN and VPN users, scanning for potential security holes, enforcing application and antivirus definition updates
- Lotus Notes database optimization and replication with Bombardier Aerospace (through a Firewall 1 VPN Client)
- Manage and maintain several external deployments of Casebank Proprietary Software (Clients and Server) based on Java (Web Container, Database, Web start) and Clients (Delphi Installs)
- Design, implementation and monitoring of a proactive alert and monitoring system which allowed the IT Team to see through a digital dashboard, showing the status of all the vital servers and services and sending SMS alerts if the servers or systems failed

Key Projects and Selected Accomplishments

- Created a solution for worldwide rollout of Spotlight Web (Casebank Product) for Bombardier Aerospace based on a speed test and software information capture which allowed Casebank to know if the participant operators had the required infrastructure in place in order to use Casebank's Spotlight Web Application. This was necessary because we detected that mostly in Asia and Europe the internet speed was lower than in North America and in some cases the supported browsers versions were below the minimum requirements. <http://www.casebank.com/speedtest/>
- Design and maintained multiple sites MS SQL Replication based on [PeerDirect](#) for the [Canadian Forces](#), this project had a lot of security concerns and constraints, for that reason we decided to use a secure laptop with fixed IP as a gateway between 2 secured Sites and a third site connected to the Internet
- Design, implementation and personnel training of content and user policy base internet navigation rule, for [Northwest Airlines](#), in Memphis, Tennessee. The project was based on Microsoft Internet security and acceleration server and restricted the internet browsing, based on black list sites, forbidden words and user profiling, this was necessary because Northwest, as a Bombardier Operator did not have Internet access for the employees and did not want to grant access to everyone

- Implemented a password protected and profile based web application to allow [Honeywell Aerospace](http://www.casebank.com/report/login.asp) customers to get Spotlight (Casebank Product) reports and news <http://www.casebank.com/report/login.asp>
- Designed a moving plan for Customer Application servers to a CO-Location facility with 0 downtime and 100 % transparent for the customers. This plan involved DNS modifications, propagations times, mirror sites, physical server transportation, firewall publishing rules and new IP assignation
- Migrated the legacy backup system based on tapes to an automatic complete solution including, agents, deltas and offsite backups based on replication over the internet.
- Virtualized 24 developer servers using Hyper-V and 12 Internal Machines / Servers for print servers, secondary Domain Controllers, Corporate Websites. Also I created a solution for Q&A and sales demos based on Virtual PC's VHDs running on local laptops; this spared money in new hardware, reduced the electrical bills and increased the UPS runtime.
- Implemented Microsoft Dynamics CRM 4.0 (install, configuration, accounts)
- Created and implemented solutions for the SharePoint Services Server hosting multiple sites (Company Portal / Blog, Portal for Spotlight Avionics and Engines developers, IT Ticketing System, Q&A)

Next International (Internet V.C.) – 2000/2001 <http://www.nextinter.com>

Chief Technology Officer

- In charge of the Technical Overview and analysis of the Business Plans received asking for seed capital
- Responsible for the operational startup of the music portal [yeyeye.com](http://www.yeyeye.com.br) in Sao Paulo, Brazil (<http://www.yeyeye.com.br>).
- Responsible for the Internet startup [elsimio.com](http://www.elsimio.com) (E-Learning website).
 - Designed and developed the functional specification of the website and all subsystems and Back Office systems.
 - Recruited the technology and design team.
 - Designed the hardware and software scalability plan.
 - Designed and developed the disaster recovery plan.
- Security consulting for the B to B holding [Btoben.com](http://www.btoben.com) and all the vertical websites (<http://www.btoben.com>).
 - Detected and Fixed potential security holes in the websites and databases.
 - Designed a strong security policy with Firewalls, Software Fixes, V-Lans and VPNs to prevent attacks and intruders access.
- Designed and implemented a solution to securely connect two office branches with data, Internet access and IP telephony.
- Designed and implemented sales office solution using handheld, remote Sync, and email access via web browser and custom profiles.
- In charge of resources Management and Cost Optimization

Telecom Argentina – Paginas Amarillas (Telco) – 1998/2000
(<http://www.paginasamarillas.com.ar>)

Web Master –IT operation Manager

- Responsible of the technical aspects of the operation for the Internet Unit of the Yellow Pages (Paginas Amarillas) of Telecom Argentina (France Telecom subsidiary) (<http://www.paginasamarillas.com.ar>).
- Created, programmed and optimized the administration, management, add-ons modules for yellow pages website.
- Maintained the web application (content generation system and public website) for the Yellow Pages Internet (Data Base speed optimization, Indexes, Database replication, secure folders replication)
- Design and implementation of the automation interfaces between the Internet Unit and the rest of the company
- Implementation of an enterprise email to fax solution
- Technical project manager for the customization, improvement and regionalization of the Telecom's ecommerce solution, based on the Inex Commerce Court Software (<http://www.inex.com>) and Microsoft Site server 3 commerce edition developments.
- Member of the Telecom's negotiation Team, who traveled to Toronto, Canada to close the deal with the Canadian e-commerce software company Inex. (<http://www.inex.com>)
- Administrator of the Microsoft Exchange Server of Internet Unit of Paginas Amarillas
- Data base Administrator of the SQL Server of the Internet Unit of Paginas Amarillas

Smart S.A. - 1997-1/98 (<http://www.smart.com.ar>)

Hewlett Packard Advance Solution Dealer

Microsoft Consultant

- Planning, configuration, implementation and maintenance of the overall MDE messaging infrastructure
- Created, configured and maintained several MS Exchange Servers, Bridge Heads and Connectors
- Design and implementation of intranet/digital dashboard solutions
- Design Load Balancing Solution for high traffic web servers
- Project Leader of the migration from windows 3.11 to windows 98 of 300 workstations and from Novel 3 (Bindery) to Windows NT4 and Email system GroupWise to Exchange server 4

Technical Support Engineer

- Responsible for the overall Head Office hardware services support and technical staff
- Design Security policies, Rules and Solutions in Cisco Routers (Packet Filter) and Cisco Firewall (Protocol analysis)
- Provided 2nd level support for hardware and software
- Provided training sessions to technical staff in both customer service skills and product knowledge.

Professional Development

ITIL V3

ITIL V3 Foundations Certified

Microsoft Education

Microsoft Certified Systems Engineer (MCSE)

Networking Essentials, NT 4.0 Administering, NT 4.0 Core Technologies, NT 4.0 Enterprise, Internetworking with TCP/IP, Exchange Server 5.0 Hands On, SQL Server 7.0 Administration, Exchange Server 5.5 Administration and Configuration, Internet Information Server 4, Visual Interdev 6.0, Site Server 3.0 Commerce Edition, SQL Server 7 Administration, Windows 2000 Upgrades Hands On, MS Project Task Management

Hewlett Packard Education HP University

Advanced Net (Networking master), Networking, Network Printing, Open View Platform, Hi End Printing (PCL, PostScript), Big Impression. (RIP, Rastering, Color Theory)

3COM Education

ATM and Gig Ethernet, Switching Layer 3, LAN telephony Fundamentals

Programming Languages

HTML, DHTML, XML, ASP, JAVA SCRIPT, VISUAL BASIC, SQL, PHP, CSS

Courses and Seminars

- In Management formation Program (Telecom Argentina)
 - Operational Marketing
 - Finance and administration
 - Global Vision
- CobiT® and ITIL® 2010 (Acend Corporate Learning)

Project Management (Telecom Argentina)

- Leadership and motivation - Stephen Covey (Telecom Argentina)
- Negotiation (Inter Managers)

Microsoft Tech nights

- Internet World Fall 1999 – New York, USA.
- Internet World Fall 2000 – New York - USA.
- WAP 2001 (Wireless World).
- Microsoft Tech Nights (Microsoft Argentina / Canada)
- Windows 2003 Microsoft overview (Microsoft Canada)
- Nortel VoIP, BCM-400 hand-on (Nortel Canada)
- Equallogig PS500 Line Presentation / Hands-On (Equallogig Canada)
- Microsoft Virtualization Conference (Microsoft Canada)
- Windows 2008 Preview (Microsoft Canada)
- VMWARE vSphere 4.0 (VMWARE Canada)

Formal Education

- BS in Psychology. Buenos Aires University (Argentina) (1993-1997)
- Degree in Literature and Letters (Spanish Historical Grammar). Manuel Belgrano College (Argentina) (1987-1992)

Language Ability

Fluent in English and Spanish

Basic Portuguese and Italian

References

Available upon request.