

Mauricio Lattke

System Engineer, BCS

IT Manager

Engaged, creative computer science professional with 13+ years experience. Seeking to leverage solid skills in collaboration, communication, management. Dedicated to meeting customer requirements with innovative solutions that maximize efficiency and exceed capability targets

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SKILLS

Teamwork & cooperation Analysis Organization Creativity Training
Computer and technology knowledge Technical writing Computer hardware engineering Data analysis
Information systems management

WORK EXPERIENCE

Microsoft Windows Administrator - Industrial and Commercial Bank of China - ICBC

Apr, 2017 - Jun, 2018

Buenos Aires, Argentina

- ✓ Responsible for the migration project of more than 600 servers based on Windows Server 2008 and 2008 R2 to Windows Server 2012 due end of support.
- ✓ Responsible for branch offices user terminals connectivity migration to an updated security infrastructure designed under Argentinian bank regulations requirements.
- ✓ Responsible of analysis and implementation of Office 365 cloud solutions. Securing its access from inside and outside of bank's secured network using ADFS and single sign on with Citrix.

IT Operations Manager - Mobileum Inc.

Sep, 2011 - Apr, 2017

Buenos Aires, Argentina

- ✓ Responsible for installation, upgrade and migration of the company roaming testing software for multiple clients across Europe, Asia, USA and Latin America.
- ✓ Commitment to customer service in order to build productive relationships, use tact to solve problems creatively and achieve high quality results.
- ✓ Researched, tested and implementation of Zabbix monitoring system for more than 150 servers located in different cities around the globe. Based on Windows and Linux OS.
- ✓ Responsible for hardware shipping and customs permits for a constant technology update plan for company's servers located in more than 150 cities in USA, Europe, Asia and Latin America.
- ✓ Team leader responsible for the execution of software upgrades as needed or scheduled, including emergency roll-outs across all the productive platforms.
- ✓ Management of Kayako Help Desk solution in order to work accord company's SLA.

IT Analyst - Compuline Ltda

Jan, 2008 - Nov, 2010

Bogota, Colombia

- ✓ Testing and document all changes and improvements to backup plans to production servers as Active Directory, IIS and SQL.
- ✓ Managed Windows XP, 7, Server 2008, 2008 R2 Troubleshoot network, routing and connectivity issues across various platforms.
- ✓ Administered LAN and provided troubleshooting for systems or networking related issues.

IT Analyst - INPEC (Government penitentiary institution)

Jan, 2006 - Sep, 2007

Bogota, Colombia

- ✓ Provided in-house and client tech support for all levels.
- ✓ Created and updated network documentation and inventory
- ✓ Conducted training sessions for new employees across different departments in the company as accounting, RRHH, administrative.

IT Analyst - Real Time Solutions

Jan, 2005 - Nov, 2005

Bogota, Colombia

- ✓ Management of Anti-virus licenses sold by the company, including Norman, NOD 32, Kaspersky and Norton.
- ✓ Responsible for generate brochures on new antivirus solutions and prepare a plan for marketing the product.
- ✓ Trained technical and non-technical customers on the antivirus products remotely or in person at their location.

EDUCATION

Bachelor of Computer Science

Bogota, Colombia

Fundacion Universitaria Panamericana

2007 - 2010

IBT College

Toronto, Canada

.Net Microsoft Network Specialist

2020

CERTIFICATES

Windows PowerShell v4.0 for the IT Professional

Buenos Aires, Argentina

Microsoft

11/2017

Office 365 Security and Compliance

Buenos Aires, Argentina

Microsoft

02/2018

LANGUAGES

Spanish Native

English Advanced English knowledge. Professional and personal usage.