Bruno L. Giorgini   **bruno@giorgini.com.ar**

Career Summary

Bruno Giorgini has over ten years of professional experience in the IT area; he has solid knowledge of network infrastructure, operating systems, and a wide variety of web applications. He has actively participated in implementing projects such as Vignette Application Portal, Content Management, Collaboration, and other Vignette products, being responsible for their support and administration.

Summary of Qualifications

Proficient In:

- Vignette Portal (VAP)
- Vignette Content Management (VCM)
- Vignette Collaboration (Collab)
- Dynamic Portal (DPM)
- Liferay Portal
- Web scripting, XML
- Apache / Tomcat / IIS
- Network Infrastructure
- Windows 2000/2003
- Unix / Linux
- Ms SQL, Oracle, MySQL

Languages

- Spanish (native speaker)
- English (advanced)

Career Summary

GLOBANT, Buenos Aires, Argentina   Jul 2008 – Present
http://www.globant.com

Application Support Services **- Technical Architect**   Nov 2009 – Present

- Leading and managing a team of Software/Support Engineers
- Focal point person for communications about global platform upgrades/outages
- Managing prioritization and delegation of work requests
- Hiring and training new team members to support a complex multi-function system
- Maintaining training and documentation materials
- Foster collaboration between different teams for successful delivery of client needs
- Mentor junior team members in troubleshooting and crisis management techniques
- Communication with Clients and their internal representatives on technical issues
- Escalation point for off-hours duty
- Pre-sales consulting
- Product demonstrations

Vignette Support Responsible **- Tech Leader**   Jul 2008 – Nov 2009

- Leading a five-member group to support an infrastructure based on SUN Servers running RedHat Linux, with Apache Web Server, Tomcat, Oracle 10g and Vignette Applications as Portal, VCM, Collab, and Ms Sharepoint.
- Technical leading a Datacenter relocation project during 3 months, with a four-member group in parallel with the ongoing day-to-day support, minimizing the downtime for end-user services.
- Leading a migration project from Vignette platform to Liferay Portal.
- Maintaining a Document Management System as repository for technical documents and contracts.
- Member of **Electronic Arts** Hydra Infrastructure support team.
- Supporting Internet sites (for instance www.commandandconquer.com, www.needforspeed.com, www.battleforge.com) with around 100K visits per day.
- System Operations support, monitoring 24x7, and performance optimization.
- Configuration management for different development teams.
- Maintaining four environments DEV, TEST, Pre-PROD and PROD with more than 60 servers.
- Co-operative team working, systematic problem analysis, and troubleshooting.
- Training fellow workers.

PETROBRAS ENERGIA S.A., Buenos Aires, Argentina   Aug 2002 – Jun 2008
http://www.petrobras.com.ar/

Vignette Support Responsible **- Team Leader**   Sept 2004 – Jun 2008
- Leading a three-member group to support an Intranet and Extranet infrastructure of twenty servers
- Administering and supporting Vignette Applications suites, VAP 7.2.x & 7.3.x, VCM V7.x, DPM, Builder, VBIS, and Collab 7.x & 5.6.3.
- Administering and supporting Bea Weblogic 8.1, JRockit, and SUN JavaVM
- Supporting an Intranet with more than 5000 internal users and many Internet sites (for instance www.petrobras.com.ar) with around 10000 visits per month
- Implementing Microsoft Office Sharepoint Server 2007 for Intranet BI project, using OLAP and MsSQL2005.
- Team member for an Active Directory migration project, involving thousands of user and computer accounts, and user profiles
- Team member for a Document Management System implementation project, analyzing different applications like Documentum, Panagon 8 and Vignette Document and Records Management System.
- System monitoring and performance optimization
- Configuration management
- Co-operative team working, systematic problem analysis, and troubleshooting
- Training fellow workers

Unix - Linux Support Responsible   Aug 2001 - Sept 2004
- Administering and supporting SUN Solaris 2.6 and Solaris 8 on SUN Ultra 60 servers
- Backup and restore, configuring printers and plotters
- Supporting day-to-day operations for Oil and Gas Exploration & Production business unit, using GIS tools like ArcGIS Server (ESRI), Eclipse, OFM, Petrel (Landmark)
- Training fellow workers to assemble a team of three administrators

SOFTWARE DEL PLATA S.A., Buenos Aires, Argentina   Jul 1998 – Aug 2001
http://www.teleperformance.com/SDP/

PETROBRAS ENERGIA (Oil & Gas)
Ms. Exchange and Ms. Windows Infrastructure Support   Jul 2000 - Aug 2001
- Travelling around South America (Venezuela, Perú, Brasil and Argentina) to standardize a structure of more than 70 servers
- Providing Infrastructure support on Windows NT, Windows 2000, and administering user accounts
- Administering and supporting Exchange 5.5 in the mentioned infrastructure
OSDE (Business Services)
Help Desk   Jul 1998 - Jun 2000
- Assisting users at their desktop on various computer issues
- Managing user requests via help desk software
- Managing short-term projects
- Supporting PC/Mainframe linked by LAN/WAN, Windows 95, Office 97, Lotus Notes, IBM Client Access, Internet Explorer, PC DOS, IBM LAN Manager and Win3x.

CLIENTING GROUP S.A., Buenos Aires, Argentina   Mar 1997 – Jun 1998

ARNET Servicios Internet (Telecom Argentina ISP)
- Customer Support Service, managing user requests
- Telemarketing, pre and post sales support service of Internet products for Telecom Soluciones (0-800 toll free line)
- Generating reports and databases

Hewlett Packard Argentina
- Customer Support Service (0-800 toll free line)
- Pre and post sales support of HP products (laser printers, DeskJet, scanners, plotters, Personal Computers Brío, Vectra and Kayak, NetServers, Laptops and Palmtops, accessories)
- Generating reports and databases

Education
Universidad de Morón, Morón, Argentina   2000 - 2008 (expected)
BS, Information Systems

Courses & Certificates

Microsoft Certified Professional
Admin. and implementing Windows NT 4.0 Server
Admin. and implementing Windows NT 4.0 Server in the Enterprise
Implementing and supporting Windows NT 4.0 Workstation
Networking Essentials

Vignette:
Vignette Portal 7.3 - Overview, 8 hrs at Vignette Education Services at Sao Paulo – Brazil (2007)
Vignette Portal 7.3 - System Administration, 24 hrs at Vignette Education Services at Sao Paulo – Brazil (2007)
Vignette Portal 7.3 - Developing JSR168 Portlets, at Vignette Education Services at Sao Paulo – Brazil (2007)
Vignette Content 7.3.1 - Overview, 8 hrs at Vignette ES - SP, Brazil (2007)
Vignette Content 7.3.1 - System Administration, 24 hrs at Vignette ES - SP, Brazil (2007)
Vignette Content 7.3.1 - Extending Content Management Applications, 8 hrs at Vignette ES - SP, Brazil (2007)
Vignette Application Portal Site Admin, 40 hrs at Vignette - San Francisco – USA (2005)
Vignette Content Management System Admin, 40 hrs at Vignette - New York – USA (2005)

Microsoft Apps. and OS:
Implementing Windows Sharepoint Services 3.0
Implementing Microsoft Office SharePoint Server 2007
Ms Windows 2000 Network and Operating System Essentials
Updating Adm. - Support Skills from Ms Exchange Server 5x to Ms Exchange Server 2000, 40 hrs at BS Training Center
Implementing and Managing Microsoft Exchange 2000, 40 hrs at Tree Capacitación (Training Center)
Internet Information Server 5, 8 hrs at BS Training Center

Bea Weblogic:
Bea Weblogic Server 8.1 System Administration, 40 hrs at BEA Educational Services (2004)

Solaris UNIX / Linux:
Solaris 8 Fundamentals (SA-118), 36 hrs at IT College
Solaris 8 Administration I (SA-238), 40 hrs at IT College
Solaris 8 Administration II (SA-288), 40 hrs at IT College
Solaris 8 TCP/IP Network Admin. (SA-389), 40 hrs at IT College
Solaris 8 System Fault Analysis Workshop (ST-350), 40 hrs at IT College
AIX Security Admin Network Mechanisms, 40 hrs IBM Educ Services
Red Hat Linux System Administration (RH131), 40 hrs at Red Hat Training and Certification