

# JORGE NARVAEZ



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## OBJECTIVE

To achieve self-improvement and career growth in an organization, participating on its continuous improvement in information systems through the skills learned during my studies and work experience.

## EDUCATION

2005-2010, MBA in Telecommunications, [ITESM Campus Monterrey](#)

2000-2005, Electronic Systems Engineer, [ITESM Campus Monterrey](#)

## POSITIONS HELD

2007- Actual, Systems administrator.

ITESM Campus Monterrey

Installing, configuring, optimizing, administrating, maintaining, monitoring and providing backup schema generation for applications such as BPM, SharePoint, Exchange, Web Servers and FileMaker. Definition of SLA and attention to end user requests.

Achievements: "Ultimus BPM Workflow" migration from version 6 to 8. Launched of a new BPM tool in a transparently way for the end user, improving the user's perception about the use of BPM. Creation of multiple web servers with different configurations (LAMP, IIS, .NET, PHP) to meet the growing needs of users.

2006-2007, Support engineer

ITESM Campus Monterrey

Support within the IT area. Responsible for Installing Windows Server operating systems, patching servers, creating hard drives images, server monitoring, management of concurrent licenses server and helping in Print server administration.

Achievements: Implement a real time monitoring tool to troubleshoot technical problems with printers across the campus.

2005-2006, Lap-tops specialist advisor

ITESM Campus Monterrey

Technical support for lap tops users on campus. Configuring internal and external cards, performing preventive and corrective maintenance, formatting equipment, diagnosing hardware and installing specialized software.

Achievements: Optimized response times and increase the overall user satisfaction.

2004-2005, Computer labs Advisor

ITESM Campus Monterrey

User-level support for printing system (Equitrac) and the applications installed on the campus computer labs. Installing and configuring of printers.

Achievements: Train some colleagues so they could offer support to specialized applications such as MatLab, WorkBench and Photoshop. Conduct an inventory of installed applications for each computer lab including a brief description useful for the user

2000-2001, Technical Support

PC's Systems Computer Service

Correcting and preventing maintenance, assembling, installing and configuring computer equipment, and structuring cabling projects.

### **TRAINING COURSES**

July 2010, ITIL V3 Foundations for IT Service Management Certification

August 2008, Querying Microsoft SQL Server 2000 with Transact-SQL

April 2008, Designing and Supporting Computer Networks Cisco

October 2007, VoIP "Mundo Contact" Congress

August 2007, Diploma in Information Security

May 2005, Attitude and quality service

April 2005, Supporting Users Running Microsoft Windows XP Desktop Operating Systems

July 2004, Quality service culture

March 2003, 3<sup>rd</sup> International conference on Electronics and Mechatronics

### **SKILLS**

Advanced management of Windows servers, IIS, installation and management of SQL DB

Management of Windows and Unix web servers

Known platforms: SQL Server, SharePoint, Ultimus Workflow, Advantys Workflow Gen, Exchange, Symantec Altiris, Equitrac, FileMaker Server, WHM, Cpanel, MySQL, Joomla and Drupal CMS

Known programming languages: HTML, CSS, PHP, SQL and basic. NET

### **LANGUAGES**

Native Spanish

English 613 Toefl, October 2011

### **AREAS OF INTEREST**

Systems management, Cloud computing, Google Apps for enterprises, ITIL, IT Project management