

FREDERMAN NUNEZ | SYSTEMS ENGINEER – IT PROJECT MANAGER

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Summary

A Highly accomplished and talented Information Technology professional, bilingual Spanish and English, with extensive skills in IT project management, IT Service Management, ITIL, systems development and implementation, consulting and systems analysis. Proven ability to design and implement processes that result in increased profitability, performance, and efficiency. Ability to bridge the gap between technical and non-technical people by working in conjunction with all business teams.

- √ Currently working toward my Lean Six Sigma Yellow Belt certification.
 - √ ITILv3 Foundation Certified.
 - √ Construction Management knowledge.
 - √ Over 3 years of work for an EPC company.
 - √ Major strength in problem solving.
 - √ Over 6 years of work for a manufacturing company.
 - √ 10 years as IT consultant for several companies in Colombia, South America.
 - √ Experience in all areas of Systems Engineering.
 - √ Over 5 years developing software and databases.
 - √ 4 years teaching Systems Engineering in Colombia, South America.
 - √ 2 years as thesis mentor for undergraduate students in Colombia.
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Experience

IT Specialist - Infrastructure Team - SK Engineering & Construction Co. Ltd

September 2011 – Present - Houston, Texas

Recruited to help business grow through participating in several teams from HR to accounting, from IT to EPC Projects. • Assist with analysis, design, develop and implementation of all IT processes focusing on applying ITSM principles. • Helped in the analysis and design of Panama office. • Assist with the network and virtual environment troubleshooting. • Analysis, design and implementation of IT services processes and procedures. • Installed and tested Windows 2012 for deployment services. • Manage Symantec EP and Symantec backup servers. • Collaborate with the EPC proposals and projects.

IT Specialist - Network Administrator - eOBusiness

January 2009 - April 2011- Katy, Texas

In charge of installation, testing, troubleshooting, and maintenance activities for hardware, software, and other components of Windows-Linux web server infrastructure.

Information Systems Specialist - Schneider Toshiba Inverter America

2003 – 2009 – Houston, Texas

- Installation, maintenance and support of Epicor ERP system, office infrastructure, warehouse infrastructure and special purpose desktops and laptops. This includes Windows XP pro and Windows 2000 configurations, network configurations, Microsoft office, Norton Antivirus, Wireless connections, Lotus Notes, Vantage access client software, VPN, ODBC connection in MS Access and MS Excel to connect to Progress database, printers and scanners.
 - Installation of new servers, maintenance and support of existing servers. This includes mounting systems in the server racks, wiring connectivity, loading the operating system, DHCP, ADS, VERITAS backup software.
 - Basic telephone technical support, telephone wiring on panel, basic programming of extensions using WinSPM release 9.0 Merlin Magix Integrated system. • Installation, maintenance and support of Linux file server this includes Linux fedora, Samba file server configuration, users, shared folders and net join to ADS on Windows 2000.
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IT Consultant - Computer Art, Inc.

January 2001 - October 2003 – Houston, Texas

- Supported, Installed and repaired hardware and software for several small and medium business.
- Served as telephone troubleshooter for clients, providing step-by-step solutions for online difficulties. Maintained phone log of customer problems.

System Engineering Consultant - Freelance

January 1990 - December 2000 – Cali, Colombia

- Responsible for management of all phases of client service projects in areas of information technology and business systems engineering.
- Defined and documented business requirements and business processes.
- Reviewed, evaluated, formulated and executed project plans, schedules and budgets for small to mid-size IT and organizational projects.
- Coordinated new IT System for Autonoma University
- Designed and implemented networks for small and medium enterprises.
- Evaluated IT Projects.
- Created custom software for clients requiring specialized business applications. Met with end users to define needs. Designed software and assisted with coding and debugging as requested. Designed and implemented revisions and upgrades based on feedback from product support personnel.

SOFTWARE DEVELOPED

- Accountant Software.
- High School Management Software.
- Sales Software.
- Inventory Software.
- Accounts Payable Management Software.
- Notes Payable Management Software.
- Payroll Software.
- Financial Software.
- Statistics Software.

Professor - Santiago de Cali University

August 1998 - May 2000 – Cali, Colombia

Taught Computer Science and Systems Engineering to 2500+ students on the following subjects:

- Object Oriented Programming, DB Design, Visual Basic 6.0, Structural Programming, COBOL, algorithms, arrays, structures, files, functions and procedures.
- Operating Systems: NT, Linux – UNIX, installation and configuration, Shell commands, Tcp/ip configuration and administration, Windows 95/98/2000, XP, MS- DOS.
- Software: SQL, Microsoft Office, C, C++, VB 6.0, vi editor (Unix), visual studio, project.
- Hardware: Installation and configuration of PC's, modems, networks, LAN installation and configuration.

Director of Analysis and Programming - Servicio Occidental de Salud | Western Health Service

June 1995 - June 1998 – Cali, Colombia

- Coordinated software design and development activities.
- Supervised department of 5 programmers and 4 supporting techs.
- Responsible for supporting all systems including day to day troubleshooting, regularly scheduled maintenance, and upgrades
- I was part of the Integrated System Team.

Systems Analyst - Azucarera del Valle

March 1993 - June 1995 – Cali, Colombia

- I was part of the payroll designing team for Riopaila Sugar Mill.
- I updated and maintained the ERP System.

Education

San Buenaventura University – Cali, Colombia, South America

Bachelor of Science in Systems Engineering, Systems Engineer, 1995

Certifications

ITIL V3 Foundation Certificate in IT Service Management

BCS License 990461168 July 2013

Construction Management Principles

University of Houston December 2013

Courses

MCSE Microsoft Certified Systems Engineer | Hilton Computer Strategies - Houston TX

Lean Six Sigma Yellow Belt | SK Engineering and Construction Co, Ltd.

Total Quality Management | Schneider Toshiba Inverter USA

Business Administration | Autonoma University (Colombia) and ITSEM (Mexico)

IT Projects Management | IBM - Colombia

Re-engineering | Robotics | Virtual Reality | Artificial Intelligence | San Buenaventura University - Colombia

RISC/6000 UNIX Shell Programming | IBM - Colombia

Skills & Expertise

IT Projects Management, Lean Six Sigma, Six Sigma, ITIL, ITSM, System Administration, Engineering Project Planning, Project Management, SDLC (Systems Development Life Cycle), Program Management, Project Coordination, Process Simulation, Team Leadership, IT Management, EPC Projects, Construction Management, MS Project, MS Visio, Microsoft Office, Hardware, Automation, Microsoft Exchange, DHCP, Active Directory, VBScript, SharePoint, SharePoint Server, VMware, Linux, Windows Server, Symantec Endpoint Protection, Symantec Backup, Crystal Reports, VBA, Microsoft SQL Server, VPN, Dell Computers, DB Design.

Languages

English (Full professional proficiency)

Spanish (Native)
