

Rene Dubon

IT Manager



Dedicated IT manager with 20 years of experience in IT management, systems administration, and data analysis. Proven track record of developing and executing strategic plans to align IT initiatives with business objectives. Skilled in virtualization, server management, network management, and application development. Proficient in a range of technologies including VMware, SQL Server, Power BI, and Pentaho. Possesses a Bachelor of Computer Engineering in Computer Science.

Work History

**2014-01 -
Current**

IT Manager/Systems Administrator

Pro Dept El Salv, El Salvador, El Salvador

- Developed and executed strategic plans to align IT initiatives with business objectives, resulting in increased operational efficiency
- Collaborated with other departments to help meet IT needs and properly integrate and secure systems.
- Managed vendor relationships for hardware, software, and services procurement, ensuring quality products at competitive prices.
- Implemented robust cybersecurity measures to protect company data and systems from external threats.
- Coordinated IT operations activities to deliver smooth flow of daily business needs.
- Collaborated with cross-functional teams to identify technology needs and implement solutions that improved productivity and workflow processes.
- Evaluated emerging technologies for potential integration into existing systems to enhance performance and functionality using the Microsoft Power Platform.
- Developed disaster recovery plans and conducted regular testing to ensure business continuity in case of system failures or natural

Contact

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Websites, Portfolios, Profiles

- <https://www.renedubon.com>

Skills

Microsoft Power Platform

Microsoft Power Apps
Canvas

Microsoft Power Automate
JavaScript

SQL/MySQL/ETL/Databases

Application Development

Microsoft SQL Server

C# -Software Development

Power BI

Pentaho

disasters.

- Managed enterprise-wide network infrastructure including routers, switches, firewalls ensuring high availability and optimal performance levels at all times.
- Implemented centralized help desk ticketing system in Microsoft Power Apps.
- Mentored junior team members providing guidance on professional development opportunities within the field of information technology.
- Implemented data backup and recovery procedures to safeguard critical business information from potential loss or corruption.
- Performed regular system performance monitoring, capacity planning, and optimization activities to ensure optimal resource utilization.
- Served as a liaison between IT department and executive management providing updates on technology initiatives, risks, and opportunities.
- Identified areas for process improvement within the IT department leading to increased efficiency and cost savings.
- Cultivated a culture of innovation within the IT team encouraging members to explore new technologies that could benefit the organization's goals.
- Oversaw hardware refresh cycles ensuring timely replacement/upgrades based on industry standards/technological advancements.
- Led the implementation of virtualization technologies such as Docker, VMware vSphere Client and VMware vCenter Server.
- Managed and maintained VMware virtual infrastructure, including ESXi hosts, vCenter Server, and virtual machines.
- Performed regular system updates and patches to ensure optimal performance and security of the VMware environment
- Implemented backup and disaster recovery strategies for VMware infrastructure, ensuring minimal downtime in case of system failures
- Resolved technical issues related to VMware infrastructure by troubleshooting network connectivity, storage, and virtual machine

Server Management

VMware Virtualization

Network Management

IT Asset Management

Information Security

IT service management

Languages

English

Spanish

German

configuration

- Reduced hardware costs through server consolidation initiatives using VMotion technology.
- Upgraded ESXi hosts from older versions to newer releases while minimizing service disruptions
- Configured high availability (HA) clusters for mission-critical applications on the VMware platform
- Migrated physical servers into virtual machines resulting in cost savings.
- Designed disaster recovery plans leveraging features like Site Recovery Manager (SRM)
- Managed storage arrays and configured datastores for optimal performance and redundancy.
- Maintained inventory of all virtual machines, templates, snapshots, and other resources within vCenter Server.
- Designed and developed ETL (Extract, Transform, Load) processes to extract data from various sources, transform it according to business rules, and load it into target databases.
- Created efficient SQL queries and scripts to extract data from source systems using tools like SQL Server Integration Services (SSIS).
- Developed and maintained high-quality application software, ensuring adherence to coding standards and best practices.
- Collaborated with UX/UI designers to create intuitive user interfaces that enhance the overall user experience using Power Apps Canvas Apps and Power Automate.
- Integrated third-party APIs and libraries to enhance application functionality and features.

**2012-08 -
2013-12**

IT Data Analyst

TransUnion, San Salvador

- Analyzed large datasets using statistical techniques to identify trends, patterns, and insights.
- Developed and implemented data models, algorithms, and visualizations to support business decision-making processes.
- Developed and implemented ETL (Extract,

Transform, Load) processes to efficiently extract data from various sources and load it into the target database using Pentaho Spoon ETL System.

- Identified opportunities for process improvement based on data analysis results.
- Presented findings and recommendations in clear and concise reports or presentations to stakeholders.
- Utilized SQL queries to extract relevant information from databases for analysis purposes.
- Designed dashboards or interactive visualizations using tools like Power BI and SQL Server Reporting Services (SSRS).
- Designed and maintained data integration workflows using ETL tools such as Pentaho.
- Implemented error handling mechanisms to ensure accurate processing of large volumes of data during ETL operations.
- Documented technical designs, process flows, and system configurations related to ETL processes for future reference or knowledge sharing purposes.

**2004-12 -
2012-07**

IT Help Desk Specialist

Sykes El Salvador, San Salvador

- Provided technical support to end-users, troubleshooting hardware and software issues
- Responded to help desk tickets in a timely manner, ensuring prompt resolution of technical problems.
- Installed and configured software applications on user devices, ensuring compatibility and optimal performance.
- Assisted with the setup and maintenance of computer networks, including routers, switches, and firewalls.
- Collaborated with cross-functional teams to resolve complex technical issues that required escalation.
- Performed system upgrades and patches to ensure security compliance and enhance system functionality.
- Managed user accounts in Active Directory, including creating/deleting accounts and

resetting passwords.

- Maintained inventory of hardware assets, tracking equipment assignments and replacements as needed.
- Developed standard operating procedures (SOPs) for common IT tasks to streamline operations.
- Collaborated with vendors for procurement of IT equipment at competitive prices.
- Assisted in the implementation of cybersecurity measures like antivirus software updates or firewall configurations.
- Provided remote support via phone or remote desktop tools like Remote Desktop Protocol (RDP)
- Ensured compliance with IT policies regarding data privacy and security.
- Performed hardware repairs or replacements for desktops, laptops, and peripherals.
- Collaborated with IT team to develop disaster recovery plans and perform regular backups/restores.
- Assisted in the implementation of software updates/patches across the organization's systems.
- Conducted system audits to identify vulnerabilities and recommend security enhancements.
- Managed software licenses and ensured compliance with licensing agreements.
- Participated in on-call rotations to provide after-hours support as needed.
- Configured virtual private networks (VPNs) for secure remote access to company resources.
- Collaborated with network administrators to troubleshoot network connectivity issues.
- Developed scripts or automation tools to streamline repetitive tasks or improve efficiency.
- Provided recommendations on hardware/software upgrades based on user requirements and industry trends.

Education

2007-05 -
2012-08

Bachelor of Computer Engineering:

Computer Science

Universidad Evangelica De El Salvador - El Salvador,
El Salvador

Certifications

2008-12	CompTIA A+ (220-601)
2024-09	Microsoft Certified: Power Platform Fundamentals
2024-10	Complete VMWare vSphere ESXi and vCenter Administration
2024-09	Microsoft Power Automate (Flow)
2024-06	Microsoft Power Apps Modern Controls
2024-06	Microsoft Power Apps - UI Integration
2022-09	VMware vSphere Networking
2024-02	Complete Guide to Microsoft Power Apps
2024-10	Designing and Deploying Microsoft Exchange Server 2016/2019
2024-10	Learn C# Fundamentals by Coding
2022-09	Clear and Simple VMWare vSAN 6.7 (Virtual SAN) Configuration
2024-10	Mastering VMware Workstation for Personal Virtualization