**Leonardo Romo**

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**Project Manager-Technical Analyst**

*Certified PRINCE2 practitioner with a history of designing, implementing and integrating cost-effective, high-performance technical solutions to meet challenging business needs.*

Project Manager with Technical support background experienced in Communications and Information Systems providing end-user training and support. Project leader; able to build, lead, and motivate teams to perform multiple tasks effectively. Collaborative communicator, able to foster relationships with clients, management, and critical stakeholders. Fluent in English, Spanish, and Portuguese. Broad knowledge and success in supporting technical operations in dynamic environments within the government, public, and private sectors. Proficient in systems diagnostics and identifying, troubleshooting, and resolving complex hardware/software issues.

*Web POS Management / POS Integration & Installation / New Application Configuration / Tier-1 & Tier-2 Technical Support / IT Support Development / Test Development, Schedule & Execution / Defect & Project Management / User Training & Support / Strategic Planning & Analysis / IT Storage Solutions Systems Implementation / Troubleshooting & Issue Resolution*

**Technical Proficiencies & Certifications**

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| --- | --- |
| *Platforms:* | Windows, Mac OS, Linux and UNIX |
| *Tools:* | O365, SAP, Norton Internet Security, Salesforce, BMC Patrol, Citrix, Websense, Solar Winds, Service Max, People Soft, Microsoft Exchange, Microsoft Windows Server, Active Directory, VPN, VMWare virtualization, SQL, Remedy, Zendesk, Slack, Service Now, Cisco, Oracle Solaris, AWS, Confluence, Jira, Trello, Microsoft Project. |
| **PRINCE2 Foundation Certificate** ~ Project Management, BCS**PRINCE2 Practitioner Certificate** ~ Project Management, BCSVmware Air-watch Certifications**:** Associate, Professional,Expert, K12 Education & VMware Solution Provider Associate**ITIL Foundation Certificate**Certified SAP professional Zerto Professional |

**Professional Experience**

University of Sydney- Sydney, AUS

**Project Manager and Technical Consultant**, 10/2018 – 9/2019 (Contract under SIP Lab)

Conduct the project kick-off meeting, communicate individual roles and project expectations and ensure that all participants had the tools and training required to perform assigned tasks. Lead and direct the overall project functions of scope, time, cost, quality, communications and risk. Managed financial expectations to forecast the project budget and resource capacity, supervised project logistics coordinating student’s secondment throughout Australia, Europe, and Asia. Research, test, and selected all the IT equipment required for the project. Maintained internal servers, install and configure all the required software, monitor system performance and ensure security and efficiency and provide technical support for team’s members. Work closely with the Lead researcher to maintain logs and data delivery schedule. Organise the 7th IAPR International Workshop on Biometrics and Forensics (IWBF2019) in Cancun, Mexico, to present the team’s results. Sort Venue, travel, lodging, program’s activities, for 40 attendees.

Calligo - Coventry, UK

**Cloud Engineer**, 7/2017 – 9/2018

Provide high quality responsive and consistent resolutions to all aspects of Calligo’s cloud services (internal and external Level 1 and 2)), diagnosing technical issues, fault finding and escalating issues as required. Identify and troubleshoot technical issues assuming control over customers computers when necessary to resolve problems focusing on the quality of service and first-time fix while maintaining SLA. Build solid customer relationships to support increased client’s satisfaction. Assisted with the installation of Management Server instances (VCenter Server) to enable centralised management of multiple hosts. Supported Microsoft Exchange, SQL, SharePoint, Active Directory and group policy in a 100% virtualised environment. Build, configure, deploy, and manage Virtual Machines (VMs) snapshots and templates of VMs. Participate in projects assisting Project Managers, Sales consultants to install and deliver cloud solutions to clients.

Mentor junior members from the Calligo service desk team and ensure that all active investigations followed ITIL procedures before escalating to other support groups. Produced documentation to assist customers with procedures, manuals, and best practice information. Liaise with offices in Singapore, Luxemburg, Canada and the USA to continually monitor performance, storage and cloud issues across Calligo’s Infrastructure. Experience with 3rd party solutions in VMware environments including Veeam, Zerto, EMC Replication Manager, RSA, and TrendMicro.

McAfee, Aylesbury, UK

**Application Support Engineer**, 5/2017 – 7/2017

Provide telephone and e-mail support for McAfee e-Policy Orchestrator, Virus Scan and Endpoint encryption, resolving 70% of all customer’s technical issues. Documented and recorded each interaction with the customer with clear and concise information/resolution procedure according to McAfee standards. Maintained excellent customer satisfaction ratings.

VMWare – Air-Watch, Milton Keynes, UK

**MDM Technical Support,** 3/2014 – 3/2017

Coordinate activities with account executives and channel account managers to accurately and efficiently resolve customer software/hardware issues. Identified and troubleshot Mobile Device Management (MDM) software functionality issues and install software components for MDM, prioritising and executing tasks while maintaining short response times. Managed critical support issues for customers SaaS and On-Premise environments. Responsible for the deployment and implementation of Microsoft core technologies (including O365).

**Key Achievements:**

* Deputy Team Leader for Account Service Team EMEA, leading a team of 10 individuals during team manager absence. Delivered daily reports and audit of the EMEA team’s tickets.
* Earned Global Account Service Team (AST) recognition for successfully closing the highest number of tickets within the EMEA team and achieving the highest number of positive client survey (200+) feedback results.

Travis Perkins, Northampton, UK

**Technical Support Analyst,** 6/2013 – 11/2013 (Contract under Roc Search)

Troubleshoot issues originating from migrating the company system from Windows to the Google platform. Configure Google mail systems, Google apps, and Samsung mobiles.

**Key Achievements:**

* Praised regularly by Team Lead for dedication, working late shifts/after hours to provide additional assistance to VIP.

Givex, London, UK

**Client Account Manager/Project Support.** 1/2013 – 4/2013 (Contract)

Manage Web POS; answer inquiries and coordinate follow-ups with programmers and project managers to provide uninterrupted POS system operations, as well as loyalty and gift card transactions, for medium/large companies. Troubleshot and document client issues; maintaining detailed activity logs to refine reporting processes. Set up, monitored, and supported small clients with POS integration deployment trial, rollouts, and escalations. Trained clients on gift card/loyalty transactions, liability, and reports.

**Key Achievements:**

* Leveraged technical SME to assist the sales team with mapping client requirements and recommending solutions for new and existing clients.
* Participated in the implementation and deployment of bespoke software for a multinational restaurant.

Universitat Autonoma de Barcelona, Barcelona, Spain

**Technical Support Data Analyst,** 3/2012 – 9/2012 (Contract)

Manage network security by developing, implementing, and enforcing data access security controls that aligned with government protocols for securing data. Update and maintain data management systems by purging files, eliminating duplications, and performing daily backups.

**Key Achievements:**

* Reduced redundancy by 50% by reorganising and updating data in databases to identify and purge accurately and ensure deleted data did not affect outcomes.

Int Technologies – Bio-Rad, Hercules, California, USA

**Technical Support Analyst,** 3/2011 – 2/2012

Prioritise calls and actions within the Technical Support team to complete cases triage and troubleshooting steps. Planning, scheduling, and implementing all change requests and maintenance activities as well as on-going Root Cause Analysis. Contribute to the knowledge base by writing step-by-step instructions to help resolve future technical challenges; Coordinate batch job scheduling with upstream/downstream demands to minimise downtime.

**Key Achievements:**

* Increased the ability to process up to 50 new users daily, reducing the three+-week turnaround time by streamlining the user processing system to complete the entire process for each new employee.

Department of National Defence, Victoria, British Columbia, Canada

**System and Network Analyst,** 8/2003 – 2/2011

Establish and maintain all data circuits; provide tactical information to support global military operations. Operate and manage classified/unclassified computer networks, cryptographic, and satellite equipment to facilitate high-speed image and tactical data transfer for the Canadian and allied governments.

**Key Achievements:**

* Led team of 8 people to install new servers onboard 8 Canadian warships.
* Commended for providing integral language support to foreign authorities by leveraging language skills and technical expertise to identify and resolve logistical issues.
* Drove cost savings of $65K by developing and implementing new procedures to order IT equipment and track budget/supply.

**Education and Training**

**Information Systems Certificate**, Concentration in Networks and Security

Devry Institute of Technology, Toronto, Ontario, Canada

Certificate A+ ~ Government of Canada. ~ Intensive general French, Alliance Française, Halifax.

CBRN Counter-Terrorism Training **~** Emergency Management Exercise in Programming

Personal Financial Management **~** CCNA