

# Resume

## Personal information

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**Nationality:** Uruguayan

**Birth date:** August 20, 1985



## Contact information

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**Work website:** <http://www.amtechhelp.com>

**Elance Profile:** <http://www.elance.com/s/itbusiness/job-history/?t=1>

**oDesk Profile:** <http://www.odesk.com/users/~~d597d30ae43a87fe>

## Education

### **Tertiary studies**

*Universidad Católica del Uruguay Dámaso Antonio Larranaga , Montevideo,  
Uruguay*

Telecommunication engineer

2008 – 2009

*Universidad Católica del Uruguay Dámaso Antonio Larranaga , Montevideo,  
Uruguay*

Computer science engineer

2004 – 2006

### **High School**

*Jesus Maria de Carrasco*

2000 – 2003

*Liceo de La Costa*

1998 – 1999

### **Primary**

*Colegio San Leonardo*

1992 – 1997

*Colegio SER*

1991 – 1991

## Work experience

### **New Call Comunicaciones Integrales S.L (Senior Sysadmin)**

Telecommunications industry

August 2011 – Present

Actually the main sysadmin in the company responsible for managing more than 10 servers in two datacenters that provides VoIP and Hosted Call Center services to more than 100 customers located in Spain, Portugal, and the U.K.

Among other things I installed/manage/maintain a VoIP SoftSwitch handling more than 10,000 calls per day to several destinations using SIP and PRI technologies.

### **Ikuna Media S.L (Senior Sysadmin)**

Online Media industry

June 2011 – Present

Responsible for the company cloud infrastructure in Amazon Web Services and conventional servers that are part of a global web platform for the EFE news agency handling more than 50,000 hits per day from several countries.

Additionally in charge of setting up and providing consultancy for streaming live / on-demand media events using technologies like Adobe Flash Media, Wowza Media Server, Amazon CloudFront (CDN), etc.

### **Call Center Solutions LLC (Senior Sysadmin)**

Telecommunications industry

April 2011 – Present

Currently in charge of managing more than 50 servers distributed in several datacenters around the United States like SoftLayer, Hivelocity, Nap of the Americas that provides services for Call Centers in North America and Central America. On a daily basis I manage Linux and Windows servers, running software like Asterisk, MSSQL, Zenoss, Bacula, VMWare ESXi, etc.

### **AM Technology & Systems (Owner)**

Information Technology and Services industry  
July 2009 – Present

IT support for companies around the world. Among other countries we have customers in USA, Canada, UK, Australia, Cambodia and Spain. We work with Linux/Unix and Windows servers supporting LAMP architectures, Asterisk VoIP PBXs, Zimbra Mail Server, Exchange 2000/2003. Also we give support to networks mainly using Cisco equipments in all their types Firewalls, Switches and Routers.

### **IT Business - Data networks SRL (CTO)**

Information Technology and Services industry  
June 2006 – July 2009 (3 years 2 months)

IT Business is an Uruguayan company which works mainly in the telecommunication and systems support area. In IT Business I worked as the head of Systems & Support giving support to financial companies located in Montevideo and to a five stars hotel located in Punta del Este, Maldonado, Uruguay among others customers. IT Business also had an International operation working with customers all over the world.

### **InConcert (Support engineer)**

Telecommunications industry  
October 2007 – March 2008 (6 months)

I worked here giving support to the in house developed software for contact centers managing VoIP PBX like 3Com/Asterisk with deploys in several countries over Latin America supporting them remotely.

### **Diveo Uruguay S.A (NOC Supervisor)**

Telecommunications industry

October 2005 – June 2006 (9 months)

As NOC Supervisor of Diveo Uruguay SA I was the responsible of the network supervision and support center of this Telecommunication company, which offered Hosting/Housing in their Data Center, Wireless Links using Harris/RAD/Cisco equipment. Also managed Ericsson Tellabs Crossconnector to handle PDH and SDH lines.

### **Diveo Uruguay S.A (NOC Operator)**

Telecommunications industry

July 2005 – October 2005 (4 months)

As NOC Operator I answered and troubleshooted the questions and troubles that customers (Companies and Home users) had with their Data connections & Internet Access. Working with Cisco equipment in all the network, from Routers to Firewalls. Also did support for Windows and Linux/Unix(Solaris) servers.

## Other areas of expertise

### **Operating Systems**

- Linux servers and desktop administration
- Windows 2000/2003 configuration/administration for AD purposes, Exchange Mail Servers, WWW/DB servers

### **Appliances**

- Apache web servers running in Linux, Windows and Unix (FreeBSD/OpenBSD)
- A2Billing VoIP Billing Software
- Mail servers configuration/administration using qmail, Postfix and Exim
- DNS servers administration using BIND
- OpenVPN client/servers configuration
- Database servers using MySQL/MS SQL/PostgreSQL
- Samba deployments using LDAP backend to store user information

### **Networking**

- Good experience with Cisco routers, switches and firewalls (PIX)
- Untangle configuration/setup
- VoIP solutions using Asterisk and other open source software
- Network monitoring using open source software like Zabbix, Nagios, BigBrother and Cacti.
- pfSense firewall configuration/customization

### **Cluster related technologies**

- Cloud experience with Amazon Web Services deploying multiple high traffice websites
- OpenStack Cloud
- Experience with Linux Clusters using Heartbeat and Linux Virtual Server

**Storage solutions**

- NAS, iSCSI, SMB network storage knowledge using FreeNas and Openfiler

**Special hardware knowledge**

- Experience with IBM Bladecenter S using HS12 and HS21 servers
- OpenWRT installations and configuration using Routerboard/PCEngines embedded PCs for WiFi setups creating MAN networks for customers

**Other**

- Control panels knowledge, Plesk, Cpanel, Virtualmin, H-Sphere