



Antoni Fuentes Colàs

PERSONAL INFORMATION

Age: 40
 Date of birth: 25-12-1968
 Place of birth: Barcelona
 Nationality: España
 Driving license: B1

PROFESSIONAL EXPERIENCE

2005 - Today

As a freelance, collaboration with PyMEs, developing tasks of advising and consulting, web development, and delivering Microsoft, IBM, Oracle, SQL and network courses, at Microsoft Certified Education Center, and for businesses also.

1999 - 2005

Alcatel Services - NOS (Network Operation and Support)

Role: Head of Organization 1st.
 Period: from 20/12/99 until 2005.

Retevisión

Responsible of Help Desk and Technical Support areas throughout the nation, including among others the following functions:

- ✓ Responsible of Help Desk and Technical Support staff (about 50 people), including the hiring and negotiating with suppliers, and staff selection.
- ✓ As Quality Manager, design, generation and maintenance of service management procedures, as well as conducting periodic follow-up reports.
- ✓ Workload management, shift and sizing of the service according to needs. Organization and optimization of the tasks of the personnel in charge.
- ✓ Generation and updating of the training for Help Desk and Technical Support staff, according to the needs arising from the developments of Retevisión business.
- ✓ Oversight of 3rd party interventions, and proposal of procedure improvements for the management of external suppliers.
- ✓ Planning and coordination of the facilities or massive software migration for all venues of Retevisión.
- ✓ Organization and communication of planned stops and interventions that cause, assessing the impact of unplanned supply and the resolution, apart from anything that could affect the availability of systems and applications.

Alcatel Services & Operations

Joined Alcatel's headquarters in Barcelona since the end of Retevision service, enclosed within the Alcatel Business Services area as head of the Barcelona technical office.

The main task was to give economic and technical content and support of bids in progress, and open up new business opportunities through the study and subsequent integration of new technologies and services in the Information Technologies and Telecommunications areas, such as Unified Messaging (UMS), Internet DataCenters, xSPs, and other IT services, as well as organizing and sizing services within the Information Technology field, and mainly those in which Services are available with user care centers.

Among other highlights are conducting tenders for IT Services outsourcing of Metro de Madrid SA, AUNA Group (Call Center, Service Desk, Local and External Technical Support, procurement, control, and management service), Intelligent Network (IN) Design and Support, planning for SkyPoint hosting, housing and xSPs Operation and Maintenance Services, Red Electrica de España DataCenter, Red.es, Telefonica of Spain RIMA network, or the Defense Ministry DataCenter design, totaling close to 550 participated offers, usually for local and autonomous governments under published terms of reference.

1997 - 1999

Cap Gemini España

Role: Service Delivery Manager of Distributed Computer Systems (DCS).

Period: from 9/12/97 until 19/12/99

Centre Informàtic de la Generalitat S.A. (CIGSA)

- ✓ Responsible to manage the Support Services Division (internal IT service). Vendor management and procurement, network evolution co-responsible, recruiting tasks, maintenance and negotiation of Service Level Agreements (SLAs), Quality of Service monitoring (QoS), and so on.

Caixa Geral de Depósitos

- ✓ At Lisbon, participating the bid for 'Caixa Geral de Depósitos' applications support, as head of Technical Analysis, design of the SLA, establishment of management procedures, and estimate costs for Tele-Service through Cap Gemini Extended Remedy ARS.

General Óptica

- ✓ Responsible of deployment and operation of systems and applications as outsourcing, as well as the design and implementation of procedures to manage the service subscribed under the SLA, and conducting the periodic Service Level Reporting (SLR).

Cap Gemini España: Centro de Asistencia Remota y Extended ARS

- ✓ Extended Remedy ARS responsible for Spain, Cap Gemini Group corporate CRM tool for project management and outsourcing services.

Caprabo

- ✓ Meta-4 HHRR system, Oracle 8.0.4 database and network systems analysis and adjustment.

Other Services and Tasks

- ✓ BankPyme Intranet high availability system design, business management and technical consulting for Banco Atlántico and Banca Reig, or collaboration at the pre-outsourcing stage for the remote systems and communications management at Panrico.

- ✓ Commercial tasks with partners and providers in terms of hardware and software procurement and provisioning.
- ✓ Responsible of proper training and technical certification of DCS members, getting excellent results.
- ✓ Recruitment for CGE and outsourcing services also.
- ✓ Frequent attendance at seminars and technological introduction of new products, to join them to our portfolio of services.
- ✓ Prospecting new business areas, and active collaboration in the technical development and commercial focus of the business unit.
- ✓ Support as technical advisor for third-level projects and services, in matters concerning systems and databases.

1995 - 1997

A&T Consultors (Assessoria i Tecnologia Informàtica)

Role: Technical Consultant and Project Manager.

Period: 1/6/95 to 8/12/97.

Winterthur

- ✓ Testing and documentation for new domain serves provided with OS/2 Warp 4.0 and Lan Server with NetBIOS over TCP/IP, for onward deployment in the corporate network.
- ✓ Determination and validation of requirements for the TeleWin Infovia software implementation (on-line insurance) in all the available platforms.
- ✓ Audit of the Sanfiel Brokers Novell network platform in Santa Cruz de La Palma, and analysis of the behavior implementation of Master Broker insurance software. Documentation of the carried out tests, identifying problems and proposing solutions.

AgenciaCaixa, SegurCaixa y VidaCaixa (CaiFor)

- ✓ RSM II platform implementation. Installation and configuration of Novell NetWare 4.10 servers provided with SFT III and RAID-5 security. Manufacture of network administration and Novell textbooks. IBM OS/2 servers update, and Lotus Notes AnyNet installation.

TecnoCaixa, SUMASA

- ✓ Creation of planning, backup and replication procedures for IBM OS/2 corporate servers. Modeling of server and workstation platform standards for its later implementation.

CaixaBank France, París

- ✓ Resolution of connectivity problems related with the servers located at the Barcelona site.

Pinter S.A.

- ✓ As project leader, study requirements for the establishment of a local network provided with Windows NT Servers, SQL Server, all dependent services, and remote access for its operation. Analysis, design and documentation of the database, as well as the corporate application.

EDS

- ✓ Adelia CASE Tool entire platform migration and documentation, platform which ran over OS/2, MPTS, LAN Server, DB2/2 and CM/2.

A&T Consultants

- ✓ Installation and configuration of several Windows NT and SQL Server networks and databases in its different versions. Client/Server Visual Basic programming against SQL Server databases. Network analysis and design of client/server applications.

1994 - 1995**Ingeniería de SoftWare Avanzado (INSA)**

Role: Analyst Programmer and Systems Engineer.

Period: from 12/09/94 to 31/05/95.

IBM/PROA

- ✓ Creation of the massive and unattended installation procedure for 'la Caixa' offices, and the master procedure generation, made all through Lan CID, NetView Distribution Manager/2, and REXX, VisPro/REXX, C and Presentation Manager C programming.

**EXPERIENCE IN
OTHER CAPACITIES****1989 - 1992****Bergé y CIA S.A.**

Role: Warehouse Administrative Responsible.

Period: from 21/6/89 to 5/9/1992.

Main Tasks

- ✓ Warehouse management (C/62, Zona Franca) for six months. Subsequently, warehouse management of coils of sheet steel for SEAT Zona Franca and Nissan Motor Iberica (Warehouse Marasia, C/Z, M sector) at Zona Franca, being responsible for a nine people team.
- ✓ Transit control and official custom confronted goods for Seat, Nissan, RENFE, customs, customers, suppliers and transport companies.
- ✓ Manual daily backup execution for the different company warehouses on the Digital VMS main computer.

**SPECIALIZED
TRAINING****Management Area**

- ✓ Access to the University to >25 years, obtaining the Diploma in Business Administration at the Universitat Oberta de Catalunya
- ✓ Labor Relations, Marketing Management, Quality Management, Discovery
- ✓ Refining Management Skills at Euroforum: Leadership, Team Management, Negotiation Techniques, Delivery Risk Management
- ✓ Introduction to ITIL v.3 methodology
- ✓ Technical Accounting

Studies conducted at Universitat Oberta de Catalunya, Cap Gemini Barcelona, Euroforum Escorial, Cap Gemini University and Foment del Treball

Microsoft

- ✓ #803C - Administering Microsoft Windows NT Server 4.0
- ✓ #689C - Supporting Microsoft Windows NT Server 4.0 Enterprise Technologies
- ✓ #750(2) - Implementing a Database Design on Microsoft SQL Server 6.5
- ✓ #1200A - Mastering Microsoft Access '97 Development
- ✓ #832A(2) - System Administration for Microsoft SQL Server 7.0

Oracle

- ✓ ORA8 - Introduction to Oracle & SQL
- ✓ DAP8 - PL/SQL
- ✓ ORA81 - Database Administration
- ✓ ORA82 - Advanced Database Administration / Backup & Recovery
- ✓ TUNE8 - Performance Tuning

Hewlett Packard

- ✓ HP-UX System Administration
- ✓ HP OpenView Sales Certification

Alcatel

- ✓ General Telecom: Telecom Concepts 2000
- ✓ General Telecom: Transmission Principles
- ✓ Telecom Products and Services

Centro de Formación y Divulgación de Tecnología Informática 'la Caixa' / IBM

- ✓ C, C++, Clipper 5.2, REXX, Cobol Microfocus and Dialog System programming
- ✓ Database design, SQL, and DB2/2 administration
- ✓ Networking and communications: Lan Server 3.0, Communications Manager/2
- ✓ Network Topology, Token Ring networks, distributed applications

Other Centers

- ✓ Structured programming, Microsoft Basic and RM-Cobol

**DEGREES AND
CERTIFICATES****Microsoft, Oracle and Hewlett Packard Certifications**

- ✓ Microsoft Certified Professional - Microsoft Certified Systems Engineer
- ✓ Microsoft Certified Product Specialist: SQL Server, Networking y TCP/IP
- ✓ Oracle Certified Professional - Oracle8 Certified Database Administrator
- ✓ HP OpenView Sales Certified

Fabricante	Exam Id.	Descripción
Microsoft	70-026	System Administration for Microsoft SQL Server 6.0
Microsoft	70-026	System Administration for Microsoft SQL Server 6.5
Microsoft	70-027	Implementing a Database Design on Microsoft SQL Server 6.5
Microsoft	70-067	Implementing & Supporting MS Windows NT Server 4.0

Microsoft	70-073	Implementing & Supporting MS Windows NT Workstation 4.0
Microsoft	70-068	Implem. & Support. MS Windows NT Server 4.0 in the Enterprise
Microsoft	70-058	Networking Essentials
Microsoft	70-059	Internetworking with TCP/IP on Microsoft Windows NT 4.0
Oracle	1Z0-001	Oracle SQL & PL/SQL
Oracle	1Z0-013	Oracle8 Database Administration
Oracle	1Z0-014	Oracle8 Backup & Recovery
Oracle	1Z0-015	Oracle8 Performance Tuning
Oracle	1Z0-016	Oracle8 Network Administration
HP		HP OpenView Sales Certificate

Sylvan Prometric Id. SP-2212887

OTHER KNOWLEDGE

- ✓ Regular attendance at Oracle, Microsoft, Cisco, Sun, Informix, Lotus and Hewlett Packard seminars.
- ✓ Habitual user of Linux distributions and databases Oracle8 and Oracle8i Linux distributions using mostly Red Hat and SuSE GMBH. Use and administration of UNIX systems and Oracle databases on Sun Solaris and HP-UX also.
- ✓ Experience with CRM tools, mainly BMC Remedy. Also familiar with Peregrine HelpDesk Service Center, Vantive, HP IT Service Manager and Siebel.
- ✓ Experience with remote management and monitoring network tools: HP OpenView, Intel LANDesk, Microsoft SMS.

LANGUAGES

Idioma	Convers.	Compren.	Lectura	Escritura
English	B	B	MB	B
Italian	R	B	B	R
Portuguese	R	B	B	R
Catalan	MB	MB	MB	MB