# Santiago Lator Arias

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## About me

👤 I am currently SR Consultant at MajorKey Technologies, working in a post-sales role implementing and developing Monitoring & Observability solutions. Previously I worked as Team Leader of the Monitoring & Observability team at BGH Tech Partner and as System Management Analyst and Problem Manager at Claro Argentina.

🛠**Main tech skills**: Monitoring & Observability Specialist (AppDynamics, Dynatrace, ELK, Zabbix, Prometheus, Grafana, Jaeger, OpenTelemetry) / DevOps (Docker, Kubernetes) / CI/CD (Git, GitLab, Jenkins), SQL (MySQL, MS SQL, Oracle) / NoSQL (Elasticsearch, MongoDB) / Elasticsearch stack (Beats, Logstash, Kibana) / Linux + Bash scripting / HTML + JS (Basic) + CSS / R

🤝 **Soft Skills**:

- Able to work collaboratively and independently
- Continue to stay updated with industry trends
- Open to helping others with their personal development
- Able to recognize problems within systems and take action to resolve
- Can shift priorities as updates are made
- Can understand consumer and stakeholders feedback and provide sound recommendations
- Able to give and receive constructive criticism from client and team
- Active listening when resolving or mediating issues with team members and customers

## Languages

English  ● ● ● ● ○          Spanish  ● ● ● ● ●

Mandarin  ● ○ ○ ○ ○

## Education

**Industrial Designer,** *Universidad Nacional de La Plata*  🔗              2007 – 2015
La Plata, Argentina

**Mechanical Technician,** *EPET N13*              2001 – 2006
Chos Malal, Argentina

## Professional Experience

**MajorKey Technologies,** *SR Consultant*  🔗         Oct 2021 – present

- Implementation and post-sales development of application monitoring solutions (APM), mainly Cisco AppDynamics.
- Development of cross-platform integrations, reporting automation.
- Development and execution of training plans for internal and external customers.
- Post-sales support and consulting

⚙ **Tech stack**: Cisco AppDynamics, ELK, Docker, Kubernetes, AWS, Git, Python (Selenium), Linux + Bash scripting, Tableau, RStudio

**BGH Tech Partner**  🔗

*Team Leader (Monitoring & Observability team)*         Jul 2021 – Sep 2021

- Lead team of 2-5 implementing engineers
- Preparation of technical proposals for consulting services for Monitoring & Observability solutions
- Development of training plans for external clients
- Development of business strategies to achieve objectives
- Manage the daily flow of operations
- Reporting to management to inform on team progress

⚙ **Tech stack**: Cisco AppDynamics, ELK, Docker, Kubernetes, OpenShift, Azure, Git + BitBucket, Prometheus + Grafana, Python (Selenium), Linux + Bash scripting, RStudio, JIRA. Basic: NodeJS / .NET

*Solutions Engineer*         Nov 2020 – Jul 2021

- Implementation and post-sales development of application monitoring solutions (APM), mainly Cisco AppDynamics.
- Development of cross-platform integrations, reporting automation.
- Development and execution of training plans for internal and external customers.
- Post-sales support and consulting

⚙ **Tech stack**: Cisco AppDynamics, ELK, Docker, Kubernetes, OpenShift, Azure, Git + BitBucket, Prometheus + Grafana, Python (Selenium), Linux + Bash scripting, RStudio, JIRA. Basic: NodeJS / .NET

**Claro Argentina**  🔗

*System Management Analyst*         Apr 2019 – Nov 2020
                                                 Argentina

- Development and administration of Elasticsearch solutions
- Administration of monitoring platforms (internal infrastructure + clients and business applications)
- Problem Management / Problem Management (ITIL)
  - Detection of frequent event patterns
  - Tracking of issues and commitments according to SLAs and SLOs
  - Business oriented dashboard generation and management reporting

⚙ **Tech stack**: ELK (Beats, Logstash, Kibana), Dynatrace, OMi, Sitescope, HPE APM, OBR, Metabase, Windows OS, Linux OS + Bash scripting

*NOC Operator* <span style="float:right">Dec 2016 – Apr 2019</span>

- Attention and technical support to corporate clients
- Management of income/returns from technical visits. Preparation of revenue/return reports.
- Detection and resolution of internal and customer technical incidents.
- Monitoring of services and infrastructure
- Monitoring of links, routers, switches, firewalls, basic troubleshooting.
- Escalation to specialists providing elementary evidence of the affected service.
- Detection and diagnosis of massive incidents.
- Backup monitoring.
  - Scheduled and/or requested tape changes in robots.
  - Internal and customer tape library management.
- Incident management, elaboration, follow-up and closure.
- Management of FTP users, Shared Platform Mail, registrations, deletions and modifications of DNS records.
- Remote execution of tasks via RDP or SSH.
- Database monitoring through Oracle Enterprise Manager Cloud Control 12c

⚙ **Tech stack**: Nagios, Whatsup, HP OpenView, HP BSM, Network Node Manager, Veritas NetBackup, HPSM Service Manager, Vantive, FTP, Oracle Enterprise Manager Cloud Control 12c, Linux OS, Windows OS

**Universidad Nacional de La Plata,** *Project Management Intern at the Industrial Design Research and Development Laboratory - LIDDI* 🔗 <span style="float:right">Feb 2015 – Dec 2015</span>

- Coordination, planning, implementation and supervision of projects.

## Certificates

**AppDynamics Certified Associate Administrator** 🔗
*CISCO - CertID: 0032H00002FmmDa~ADM-100*

**Devops Practitioner** 🔗
*EducacionIT - CertID: 1A247025/1A49061*

**Data Analytics** 🔗
*EANT*

**International Certification in Big Data - MIT CSAIL** 🔗
*MIT CSAIL*

**Data Science Foundations** 🔗
*IBM*

## Courses

**DevOps, integration and continuous agility,** *Universidad Tecnológica Nacional (UTN)* 🔗 <span style="float:right">Jul 2021 – Sep 2021</span>

**The new digital economy in Latin America and the Caribbean,** *EDX - IDB* <span style="float:right">2020</span>

**CL010 Red Hat OpenStack Technical Overview,** *REDHAT* <span style="float:right">2019</span>

**NTB - Cisco-Oriented Networking Technology Foundation,** *EXO Training Center* <span style="float:right">2017</span>

## Publications

**Experiences: Industrial Design Research and Development Laboratory,**                    2015
*Department of Industrial Design - Faculty of Arts*  🔗
Article "Experiences: Industrial Design Research and Development Laboratory" for the
magazine Tableros N°6, publication of the Department of Industrial Design - Faculty of Arts.
UNLP. Year: 2015 - ISSN 2250-5474

## Organisations

**National Ministry of Education,** *Student volunteer*                    2015
Project "Repairers": promoting the generation of workshops as a job opportunity. The          Argentina
University in the Neighborhoods

## Interests

🤖 Artificial Intelligence    🕹️ Videogames    🧘 Mindfulnes    ☀️ Renewable energy    ⛓ Blockchain

✍️ Blog writing  🔗    🤝 Networking events    🌍 Exploring other cultures