



Sergio Ríos Mendoza

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PROFILE:

- 3 years working as Oracle & SAP ASE DBA with experience at Mexican banking sector.
- 9 years as IT manager having in charge projects such as installation of a VoIP call center.

PROFESSIONAL EXPERIENCE:

Infomedia Consulting **Mexico City** **Analyst** **From: 06/13** **To: This date**

- As DBA Analyst at Infomedia Consultores (consultant agency), I was assigned at BBVA Bancomer to help them to administrate distributed databases among the continent. Project ended 08/2016
- Some of the duties where:
 - Create Oracle & Sybase databases on previous & production environments
 - Attend tickets in order to apply changes on user applications over databases.
 - Work in accordance with other areas (such as database infrastructure dept. or storage dept.) to solve incidents.
 - Monitoring databases performance in order to detect deviations.
 - Support other areas when they require our services such as migrations or physical server movements among data sites.
- During the last year, I was responsible of the SAP Sybase ASE platform.
- Employer wants me again in Bancomer to do tasks like data modeling reviews & monitoring over Teradata platform. Therefore, I have been self-studying Teradata essentials. There is no date to go back to BBVA's site

Functional Experience: Oracle, SAP ASE, DB2.

Tools: Windows Server, Unix / Linux / Solaris, vi editor, script management & some other apps like Remedy manager

Gutierrez y Asesores **Mexico City** **IT Manager** **From: 09/04** **To: 06/13**

- As Information Technology Manager at Gutiérrez y Asesores, S.C. (insurance broker in Mexico City), I was in charge to reassemble the IT infrastructure in order to implement a CRM strategy.

Functional Experience: Project management and control. Project estimations. Define functional specifications. Develop functional prototype. Write user interface specification, and design database. Program Management Methodology

Tools: MS Office suite, IVR technologies, programming languages, human resources management.

Operadora Comercial Mexicana **Mexico City** **Analyst** **From: 11/99** **To: 09/04**

- As a New Projects Analyst at Comerci (holding company that operates a retail company & a chain of family-style restaurants) I was in charge to evaluate different technologies in order to achieve a list of products (including HW & SW) to use in our projects.
- I contributed with my experience and skills acquired during the testing phase to put this projects under production.
- I was also in charge of the back processes (such as backups, scheduled processes, etc.) required to maintain sites under satisfactory levels of response and service.
- I was in permanent contact with the merchandise & logistic areas to be informed about changes required in the retail business in order to add value to our sites, always thinking in our clients.

Functional Experience: Project management and control. Define functional specifications. Design database. Write back-end code to support web interface.

Tools: Powerbuilder, Sybase database management, Java, BEA Weblogic server, HP-UX

Unisys Mexico **Mexico City** **Analyst** **From: 03/97** **To: 11/98**

- Upon graduation, I was chosen for the selective management development program at Unisys Corporation: among

other assignments, completed a major installation of a Universal Voice Messaging Service at Brazil and gave support to three platforms at Puerto Rico.

Functional Experience: IVR management

Tools: Unisys tools to develop IVR's, Unisys MCP

EDUCATION:

Universidad Tecnologica de Mexico
Bachelor in Information Technology

Mexico City

1992- 1996

PROFESIONAL DEVELOPMENT:

SAP ASE Management R15
Introduction to BI

Mexico City
Mexico City

Oct 2015
Oct 2013

LANGUAGES:

Spanish native, English fluent

TECHNICAL/MANAGERIAL SKILLS:

Primary Profile: DBA & technical problems solver
Secondary Profile: Programmer
Operating Systems: Windows server, Unix, Linux, Solaris and Unisys MCP
Programming Languages: Java (1/2 year), JSP, Visual Fox Pro, HTML, Unisys Lync
Databases: Oracle, DB2, Sybase, SAP ASE
App. Servers: Weblogic
Other: Macromedia Flash, Dreamweaver and MS Office suite