

Julio E. Villarreal Pelegrino
17413 Zola Ln.
Round Rock, TX. 78664
Tel: (512)903-0948
contact@juliovillarreal.com
http://www.juliovillarreal.com



redhat.
CERTIFIED
ENGINEER



redhat.
CERTIFIED
TECHNICIAN

Microsoft
CERTIFIED
Technology
Specialist



CITRIX professional
Certified
Administrator

Objective

To get an Information Technology position that utilizes my knowledge and experience and provides me with versatile and challenging responsibilities.

Skills

- Linux based distributions (RedHat, CentOS, SuSe, Debian, Ubuntu, Gentoo)
- Unix (Novell OpenServer, Solaris, FreeBSD).
- Web server expertise with LAMP Technologies (Apache, MySQL, PHP).
- Mail server administration with Qmail, Sendmail, Postfix, Exchange and Mailer Daemon.
- Scripting languages including Bash, PHP, Html, OpenScript.
- System monitoring tools Mon-Cgi, Nagios and Cacti.
- Web Hosting administration expertise using Plesk, Virtuozzo and H-Sphere.
- VMware Infrastructure 3, deployment, configuration and administration.
- Enterprise Hardware (Dell Power Edge Server line and HP Servers).
- Windows Server 2000 and 2003 (AD, Exchange, IIS).

Certifications

- RHCE (Red Hat Certified Engineer). # 805010201049116.
- RHCT (Red Hat Certified Technician). # 605008192321189.
- VCP 3 (VMware Certified Professional on VI3). # 32797.
- VCP 4 (VMware Certified Professional on vSphere 4). # 32797.
- CCA (Citrix Certified Administrator for Citrix XenServer Enterprise Edition 5).
- MCTS: Windows Server Virtualization, Configuring.

Work Experience

12/15/2009 - Present Dell Inc, Round Rock, TX.

Enterprise Technical Support Senior Analyst – High Complex. ALT OS Solutions.

- Providing software support for Linux and Unix systems: Red Hat Enterprise Linux, SuSe Enterprise, Novell Netware, Novell Open Server and Solaris 10.
- Providing support for the VMware Infrastructure and vSphere, also for Citrix XenServer as part of the Dell OEM products.

3/10/2008 – 12/15/2009 Dell Inc, Round Rock, TX.

Enterprise Technical Support Senior Analyst – Americas International Dept.

- *Responsible for providing technical support of Dell Power Edge servers line, PV disc libraries and tape units , switches PowerConnect and various software OS (Red Hat Linux, Suse Linux, Windows Server , VMware, Netware).*
- *Identify problems, investigate causes and recommend solutions to correct failures.*
- *Document problems in the support solution database for diagnostics and solution implementation.*

04/16/2007 – 3/07/2008 Web Hosting Groups, Austin, TX. (<http://www.websitesource.com>)

Jr. Linux Tech.

- *Supporting the server infrastructure running Linux to maintain a 99% uptime of the production environment.*
- *Responsible for Installing/Configuring and the daily operations of web servers running LAMP Technologies.*
- *Responsible for Installing/Configure and the daily operations of email servers running Qmail, Sendmail, Postfix.*
- *Responsible for deploy custom solutions using web applications like Oscommerce, Miva Merchant and others CMS.*
- *Responsible to write and verify the security rules in the system firewalls and security appliances.*
- *Responsible for the administration of the DSM, H-Sphere, HSP-Complete and Plesk control panel software.*
- *Support the backup system (Bacula and custom scripts).*
- *Creating scripts to automate daily admin task.*

10/15/2005 - 11/02/2006 Sonido Coral Negro, Cuba.

Senior Software Specialist/Sr. System Administrator

- *Maintaining the Server/Network infrastructure running Debian Linux and Windows 2003 Server.*
- *Installing and tuning the application servers.*
- *Installing/Configure the NetApp SAN infrastructure.*
- *Troubleshoot network/server issues.*
- *Maintaining the company Website and the company Intranet.*
- *Provide technical support to the final users.*

08/15/2004 - 10/12/2005 Jóvenes Club de Computación, Cuba.

Sr. Network Administrator

- *Responsible for the company intranet.*
 - *Maintaining the network/servers infrastructure in a hybrid environment (Linux, Windows and BSD).*
 - *Installation and maintenance of Postfix, Apache, MySQL, Radius, Bind, OpenLDAP, Vsftp, Squid.*
 - *Daily administration task of the SAN infrastructure.*
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Education

- 2003-2006** Universidad de Granma - CUBA
Bachelor Degree in Computer Science. (Did not graduate).
- 2003-2004** Joven Club de Computación y Electrónica - CUBA
Computer Network Administration
- 2000-2003** IPVCP "Blas Roca Calderio" - CUBA
High School Diploma. - Elementary School Teacher.

Languages

Spanish: First language.

English: Proficient.

Professional Courses Received

- VMware vSphere 4: Install, Configure, Manage. Dell Inc. USA. December 2009. 40 hours.
- Red Hat Enterprise Engineer Training. Dell Inc. USA. October 2008. 40 hours.
- VMware VCP Training. Dell Inc. USA. July 2008. 40 hours.
- Dell Enterprise Servers Training. DELL Inc. USA March 2008. 80 hours.
- Server administration using Debian Linux. Linux Cuba, Cuba. 2006. 40 Hours.
- Network and Server security. DESOFT, Cuba 2005. 10 Hours.
- Website design with NVU and Macromedia Dreamweaver. Joven Club, Cuba 2005. 35 Hours.
- Windows Server 2003, Installation and administration. UO, Cuba 2004. 30 Hours.