# Julio Alejandro Hernández Salvador

Experience in Web Development, Telecommunications and Networks, Information Technology, Software Implementation, Human Resources, Technical Support, Customer Service, Personnel Management, Technology Monitoring, Project Management, Web Design and Electronic Commerce.

## CONTACT

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## GENERAL INFORMATION

**Birthday:** July 1971
**Mexican nationality**
**Single marital status**

Digital Business Card

Digital Curriculum in Spanish

## EDUCATION AND TRAINING

Computer Engineering

Career completed (Degree in process) 1990–1996
Universidad Nacional Autónoma de México
Escuela Nacional de Estudios Profesionales Aragón, Edo. Méx.

In addition to various courses and updating in the areas of systems, computer networks, implementation of information technologies, operation and monitoring of telecommunications technologies and Project and Personnel Management.

- **English language 80%** spoken and written.
- Update course in **Git and GitHub** by Oracle-Alura
- Update course in **HTML5 and advanced CSS3** by Oracle-Alura
- Update course in **JavaScript for Font End** by Oracle-Alura
- Refresher course in **Personal Development** by Oracle-Alura
- Refresher course in **project management with agile methodologies** and Scrum
- Training **in Negotiation and Conflict Management** in the human development program of Televisa.
- **Leadership training** in Televisa's human development program.
- **Teamwork training** in Televisa's human development program.
- **Quality in Service training** in Televisa's human development program.
- **Microsoft LAN and WAN Network**, architecture end Implementation Update training.
- **ITIL 3 training**
- Constant training in **relation to the service and customer service** of Izzi, personnel management (handling of objections).
- **Website Creation** and **Electronic Commerce** courses.

## CURRENT ACTIVITIES

Interingenia, S.C.
Pre-sales consultant for monitoring solutions
Since June 2022

Responsible for advising customers in pre-sales regarding monitoring solutions for information technology and telecommunications.

- I am currently training in a solution called Datadog specialized in monitoring technologies.
- Receiving training in Kubernetes and Dockers.
- Creation of web pages, eCommerce and digital marketing.
- Receiving update training in Java and JavaScript for Frontend Development from Oracle-Alura.

## LAST JOB

**Cablevisión S.A. de C.V. in CDMX (Izzi Telecom)**
**NOC Innovation and Development Manager**
**November 2000 to April 8, 2022 (21 years)**

Manager responsible for monitoring the different technologies used to offer Izzi's Triple Play and OTT services nationwide.

- Responsible for the administration of almost 50 managers of technologies and monitoring solutions with a work team of up to 19 engineers that allowed the correlation of events and in turn the creation and enrichment of Incidents that are assigned to the responsible areas for their timely attention.
- Responsible for the successful integration of Cablevision monitoring with the companies acquired by Grupo Televisa, Cablemas, Cablecom-Metro Red, Bestel, Telecable and TVI; as well as the definition of the architecture for this integration.
- Experience as head of NOC and Customer Service via telephone; solution of problems in different operating systems, related to Internet access through broadband Internet in addition to digital decoders, advice on the implementation of Internet service and Training to the Call Center and related areas.
- Responsible for the acquisition of technologies, including the evaluation of software, hardware and support offered by suppliers.

## PREVIOUS JOBS

**Family Business (freelance) CompuAsist.com.mx**
**CIO**
**April 2000**

Corrective and preventive maintenance of computer equipment and networks, purchase, sale and installation of computers, peripherals and computer networks; personalized advice for the implementation of computer centers and development of Web systems as well as training and training in computer systems.

**Evolución Integral S.A. México, D.F.**
**Systems Manager**
**January 2000 to March 2000**

During the first year I only worked on required times in addition to technical advice via telephone; later full time, taking care of the optimal performance of all the computer equipment used in the company, in addition to advising and giving technical support to solve immediate problems of the personnel both Hardware and Software level.

**Confederación Nacional Campesina México, D.F.**
**Systems Manager**
**September 1996 to December 1999**

In the first two years I worked in the Ministry of Domestic Trade in charge of carrying out a system of delivery reception of information for agricultural marketing at the national level; as well as the production and dissemination (via Internet and fax) of daily and weekly bulletins with such information; as well as the maintenance of computer equipment and support to various areas related to the Secretariat and a network project for the CNC facilities.

Later I worked in the Technical Coordination where in addition to performing the previous tasks, I was in charge of the design of the magazine called "Tendencias" belonging to the Forum of Legislators.

**Secretaría de Gobernación; Subsecretaría de Gobierno**
**Head of Capture and Administrative Of Human Resources**
**July 1994 to December 1995**

Initially Chief of Capture, in charge of the capture and management of the information obtained during the National Elections of 1994 in the Prosedi District Monitoring Program; later I was called as an assistant in the Human Resources department, payroll, updating of files, development of database in general; in addition to the handling of information regarding personnel assigned to the Undersecretariat of Government; support in various areas in computing and systems assistance.

## SYSTEM MANAGE

In the course of my working life I have used and managed different systems and applications as part of my daily tasks, considering their use at medium or higher levels.

- Different monitoring solutions for telecommunications technologies
- Incident, Problem and Change Management - Remedy
- Customer Relationship Management (CRM) - Siebel
- Enterpise Resouce Planning (ERP) - SAP
- Microsoft Office Onpremise and 365 Suite
- Sketchbook raster graphics editor software, Adobe Photoshop
  - Digital Retouching, Illustration, Photo Effects, Banners, Posters, Simple Compositions
- Corel Draw vector graphics editor software, Adobe Illustrator
  - Logo Design, Iconography, Simple Editorial Design, Presentations, Infographics, Maps and Plans
- Adobe Design or Afinity publisher editorial design software
  - Brochures, Posters, Books, Magazines, Business Cards, Presentations, PDF Interactive

Managers who were managed for telecommunications

| | | | |
|---|---|---|---|
| Cyan | PRTG | Cacti | SOEM |
| NCE | Netnumen ZTE | Cyan | U2000 - |
| MCP | AMS Nokia | ECI | OMEA - |
| Tellabs | U2000 GPON - NCE | EXFO NQMS | PRESIDE |
| TNMS | ZMS | INFINERA DNA(Actualizado)N2000 Huawei | TNMS x |
| NMF Nokia | Sentry | | BTI |
| On Center | NCP Nokia | NETMASTER(Actualizado) | Solar Wi |
| One Control x 2 | OMS 1353 | PNMSJ | Turin |
| IMS Netact | ACME Packet | | |

Applications and monitoring systems that my team and I implemented in Izzi Telecom

**Resumen de Syslogs**
**Cirries Metro**
- 2 Appliances
- 2 ubicaciones diferentes

**Cirries Interior**
- 2 Appliances
- En implementación

**Splunk**
- 2 Servidores
- 2 ubicaciones diferentes

**Syslog NMIS**
- 2 Instancias
- 2 ubicaciones diferentes

**Resumen de Video**
IneoQuest
- 39 DVAs
- 180 Criketes QAM
- 13 G2X
- 56 Frame Grabbers
- 29 Ubicaciones diferentes

Witbe
- 6 Robots de video
- 6 Ubicaciones diferentes

**Resumen de Netcool**
Gestor de Gestores con 5 instancias
- Correlaciones
- Monitoreo de Gestores
- Monitoreo de servidores
- Enriquecimientos
- CMDB
- BD administradas
- 5 ubicaciones diferentes

**Ambiente virtual y físico**
- 87 ESX de VMWare (77/10)
- 551 Servidores virtuales (374/177)
- 206 Servidores físicos (196/10)

**Resumen de HFC y FTTH**
ServAssure Advance - HFC
- 3 Instancias
- 180 Starnodes 13 G2X
- 56 Servidores de Core SAA
- 29 Ubicaciones diferentes

ServAssure NXT - HFC
- 180 Starnodes 13 G2X
- 56 Servidores de Core SAA
- 29 Ubicaciones diferentes

xPMS - FTTH
- 1 Instancia
- 2 Servidores de Core SAA
- 29 Ciudades cubiertas

**Resumen de Medidores de Velocidad**
FTPs y HTTPs
- 33 Servidores FTPs
- 9 Servidores HTTPs

Ookla
- 10 Servidores
- 10 Ubicaciones diferentes

**Resumen de Performance Manager**
SevOne
- 42 Appliances
- 3 HSA
- 12 ubicaciones diferentes

**PRTG**
- 7 Servidores
- 2 Sondas
- 3 ubicaciones diferentes

**NMIS**
- 3 Instancias
- 3 ubicaciones diferentes

**Seguridad, VPNs y SW Intersitios**
Sonicwall
- 34 Appliances
- 34 ubicaciones diferentes

Switches
- 39 Switches
- 39 ubicaciones diferentes

TACACS - Seguridad
- 3 Servidores

# ACHIEVEMENTS

During my stay in Izzi, before Cablevision the following are some achievements and skills that I developed during the almost 22 years; It is worth mentioning that initially it was only a company called Cablevision that its services only covered the metropolitan area.

Later Grupo Televisa acquires other companies also cable companies such as Cablevision de Monterrey TVI, Cablemas, Telecable, Cablecom and Axtel; in addition to the Carrier Bestel and Metro Red that expanded its presence throughout the Mexican Republic.

Go through different positions such as:

- Head of CallCenter Capture
- CallCenter Supervisor
- Head of Noc
- Noc Manager

- Implementation of an automated monitoring of different technologies with which Izzi provides its final services, this during the almost 22 years I served Izzi, formerly Cablevision; this includes the integration of automatic Incident Collection.
- Successful integration of all technology monitoring of the companies acquired by Grupo Televisa to its main cable company, Cablevision, which formed the new company called Izzi including the change of the architecture of the solutions.
- Strategic decision for the use of the best monitoring solutions, standardizing monitoring in the companies that make up Izzi. Cost-Benefit Assessment.
- • Implementation of international best practices in the monitoring of the different technologies used for the services offered by Izzi. In part, this situation led to Cablevision being chosen to monitor the other Cable companies and Carriers acquired by the Televisa group.
- Evaluation of different monitoring solutions through Proofs of Concept - POC some of them are:

  o FTTH and HFC Monitoring - Zcorum, xPMS, CCOR, Auspice, AvSystem
  o Performance Monitoring for Network Equipment - SevOne, NMIS, CA Spectrum and PM
  o Monitor Monitor - IBM Tivoli Netcool, HP Site Scope, SM4RT, HP Network Node Manager, BMC
  o Log Monitoring - NMIS, Cirries, Spluk
  o Monitoring using Machine Learning - IBM Predictives, Cirries Machine Learning
  o Implementation of various monitoring solutions.
  o For Manager of Manager - Tivoli Netcool Suite (ITM, ITNM, OMNIBUS, Impact)
  o For monitoring transactions, changes and dependencies - TADDM, CCMDB, ITCAM, Change Management
  o For Performance Monitoring - SevOne, IBM Tivoli Network Manager, IBM Performance Manager, NMIS, SolarWinds
  o For HFC network monitoring - ServAssure Advance and its new version ServAssure NXT
  o For monitoring HFC network syslogs - Splunk, NMIS
  o For OTT Video Monitoring - Witbe Robots
  o For speed measurement for customers - 11 locations around the Mexican Republic of the Ookla Speedtest for Izzi
  o For internal speed measurement for clients - 42 servers were implemented that allow internal measurement of client speeds of both the FTTH and HFC network that allows the diagnosis of interconnection at the internal level
  o For project management - DotProject
  o To keep Callcenter and Noc informed - Intranet and IntraNoc

## SKILLS

Thanks to the experience gained during my working life, I can point out for myself the following acquired skills.

- Management of technical personnel with 6 work teams
  o Video Team
  o HFC and FTTH Team
  o Development Team
  o Team of Managers
  o onfrastructure Team
  o Network Performance Team
- Dealing with suppliers
- Media negotiation
- Resource and infrastructure management
- Project and task management
- Application evaluation
- Analysis for event enrichment and correlation
- Handling customer service calls
- Ability to learn how to use and manage systems quickly

## VALUES I PROFESS

| Professional | Personal | Human | Family |
|---|---|---|---|
| • Ethics | • Amiability | • Love | • Respect |
| • Commitment | • Loyalty | • Honesty | • Courtesy |
| • Flexibility | • Honesty | • Self-control | • Gratitude |
| • Adaptation | • Responsibility | • Solidarity | • Reliability |
| • Tolerance | • Discipline | • Goodness | • Fraternity |