

FERNANDO ARAYA

Res. Los Arcos, Heredia, Costa Rica · +506 8998 6487

ferarayac@gmail.com [in](https://www.linkedin.com/in/fernandoaraya) [fernandoaraya](https://www.linkedin.com/in/fernandoaraya)

Experienced IT Manager with over 10 years of expertise in technology and a background in the arts. Proven success in reducing escalation by 60% and streamlining processes using PowerShell scripting. A creative and empathic leader with a unique blend of technical and analytical skills. Adept at balancing and utilizing both aspects to drive innovation and efficiency. Seeking to contribute to a dynamic organization that values innovation and efficiency. Willing to relocate for the right opportunity.

EXPERIENCE

JUNE 2021 – CURRENT

MANAGER INFRASTRUCTURE ENGINEERING, FISERV / INFINITE COMPUTER SOLUTIONS

- Led end-to-end service delivery for Business Units and clients, enhancing team performance and achieving key performance metrics.
- Developed a new model transitioning Project Managers to a Revenue Center, increasing project profitability and efficiency.
- Managed Windows Server Support within Agile and Scrum@Scale frameworks, significantly improving project delivery times and team productivity.
- Instituted the Infrastructure Tribe Leader role, eliminating unexpected impacts on infrastructure changes, ensuring seamless operations.
- Facilitated cross-team technical and administrative incident management, leading to faster resolution times and improved client satisfaction.
- Achieved 100% completion and approval of team SOWs and SOPs within expected timeframes during a critical transition from a per-head to a service model.
 - Crafted detailed SOWs for all managed groups, clarifying roles and client expectations, leading to increased clarity and performance.
 - Created SOPs for three teams, establishing consistent operational procedures and enhancing overall efficiency.

AUGUST 2013 – JUNE 2021

SYSTEM ENGINEER, FISERV

- Played a key role in migrating from Exchange 2010 On-Prem to a hybrid environment, including planning and deployment for acquired companies, ensuring seamless transitions.
- Reduced escalations by over 60% by establishing a Messaging Engineering Workgroup, fostering collaboration between Help Desk and Operations.
- Developed PowerShell scripts for eDiscovery searches and litigation hold processes, streamlining compliance operations and saving significant time.
- Provided robust M365 Teams administration and support, enhancing communication and collaboration across the organization.
- Supported Intune for Mobile Device Management (MDM) for corporate and BYOD devices, improving device management and security.

JUNE 2006 – MAY 2013

IT SUPPORT SPECIALIST LVL II, INTEL

- Managed incident and problem management operations for infrastructure servers, Active Directory, and Exchange operations.
- Provided remote management, OS installation, and configuration for Windows 2003 and 2008 Server Support.
- Delivered second-level support for Active Directory and infrastructure servers, ensuring operational excellence.

EDUCATION

- 2023 - 2024
EXECUTIVE MBA, ADEN BUSINESS SCHOOL (IN PROGRESS)
- 2001 - 2003
BFA COMPUTER ANIMATION, AI MIAMI INTERNATIONAL UNIVERSITY OF ART AND DESIGN (INCOMPLETE)
- 2009 - 2011
DIGITAL MEDIA PRODUCTION, U CREATIVA

SOFT SKILL

- Troubleshooting ● ● ● ● ●
- Resourceful ● ● ● ● ●
- Adaptability ● ● ● ● ●
- Empathy ● ● ● ● ●
- Critical Thinking ● ● ● ● ●
- Decision Making ● ● ● ● ●

SOFTWARE SKILL

- Office 365 ● ● ● ● ●
- Exchange Server ● ● ● ● ●
- Proofpoint ● ● ● ● ●
- IronPort ● ● ● ● ●
- Exchange Online ● ● ● ● ●
- Azure Active Directory ● ● ● ● ●
- Microsoft TEAMS ● ● ● ● ●
- Windows Server ● ● ● ● ●
- Exchange Migration ● ● ● ● ●
- InTune ● ● ● ● ●
- PowerBI ● ● ● ● ●

CERTIFICATIONS & COURSES

- APRIL 2024
PROOFPOINT CERTIFIED EMAIL SECURITY SPECIALIST
- JANUARY 2024
PROOFPOINT CERTIFIED IDENTITY THREAT SPECIALIST
- AUGUST 2023
SPECIALIZATION IN MANAGEMENT DEVELOPMENT
- NOVEMBER 2022
REGISTER SCRUM@SCALE PRACTITIONER
- SEPTEMBER 2022 LEADERSHIP AND CHANGE MANAGEMENT
- JUNE 2022
DASA DEVOPS AGILE FUNDAMENTALS
- DECEMBER 2021
MICROSOFT 365 FUNDAMENTALS
- NOVEMBER 2021
MICROSOFT AZURE FUNDAMENTALS
- JUNE 2015
ITIL V3.2 FOUNDATIONS

LANGUAGES

Spanish (Native) English (Full Professional)

REFERENCE

NAME	POSITION	WORK EMAIL	PERSONAL EMAIL	PHONE
Dave Taitt	Manager System Engineer	dave.taitt@fiserv.com	dave.taitt@att.net	+1(443)618-6832
Jose Reyes	Director, Technology Services	jose.reyes@fiserv.com	joseareyesg@hotmail.com	+1(972)795-0588

THE GEORGE WASHINGTON UNIVERSITY

WASHINGTON, DC

The George Washington University

School of Business

certifies that

Fernando Araya Carvajal

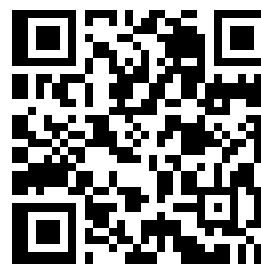
has successfully completed the Executive Education Program:

Specialization in Management Development

August 2023



Kevin Kellbach
Director, The Center for Latin American Issues



Anuj Mehrotra
Dean, School of Business

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