

# Luis Cláudio Buratini – IT Manager

Brazilian / married  
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## EDUCATION

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**Post Graduated - MBA - FGV Management – Entrepreneur Management**  
**Graduated in Data Processing by FATEC-SP**

**2004**  
**1995**

## QUALIFICATIONS

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- *Acting in IT area for more than 20 years taking technical and managing positions*
- *Experienced in Data Centers and critical mission environment of large Financial companies*
- *Large experience managing multidisciplinary teams located in remote sites*
- *Participation in Operational and Executive committees promoted by business areas*
- *Leadership in crisis situations involving several technologies and critical services for the business*
- *Large experience in IT Service Management*
- *Large experience in Project Management*
- *Capex and Opex Management*
- *Entrepreneurial and integrator profile*
- *Technical skills*
- *Fluency in English and spanish*

## PROFESSIONAL EXPERIENCE

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### **LBURATINI ASSESSORIA E GESTÃO DE TECNOLOGIA**

**Dec/2013 – Current**

#### **Empower Technologies ( part time )**

- Responsible for the Project Office, managment of all consultants , time and costs ( AV ) control
- Creation and implementation of Project Management methodology PMBOK based
- Implementation in critical Data Center environments of large companies
- Implementation of infrastructure solutions in Security, virtualization and hyperconvergence

#### **ItamambucaABC Transporte de Alimentos**

- Business Operational Process revision
- Logistic System migration to web/cloud architecture and Software factory hiring
- IT Infraestructure modernization with new environment design and implement new outsourcing model
- Microsoft Office365 project and migration to Exchange cloud platform

#### **Equerre Engenharia**

- Implementation of all financial controls and cash flow
- Advanced Excel training

### **SANTANDER GROUP - Produban Serviço de Tecnologia ( IT infrastructure Company - Santander )**

#### **Service Manager**

**Oct/2010 - Nov/2013**

- Direct report for Global Business Director at Produban and indirect to the executive board of Santander
- Responsible for a team formed by 5 Service Managers
- Responsible for licencing ( Opex )
- Participation in Operational and Executive committees promoted by business areas. Responsible for reporting projects status, action plans to short, medium and large terms for services stability
- Managing crisis situations caused by service indisponibility
- Collaboration in operational improvements
- Leadership of Proof of Concepts involving global teams

#### **Support Manager**

**Jun/2006 – Oct/2010**

- Responsible for 16 employees, located in three sites – São Paulo, Rio de Janeiro and Porto Alegre
- Responsible for infrastructure end user, hardware and software homologation
- Project Management of own initiatives and involving in strategic initiatives promoted by business areas

- Infrastructure strategy for the short, medium and long terms
- Responsible to keep 50.000 infrastructure resources as desktops, notebooks, mobility solutions and ATMs

**Senior Support Technical Analyst**

**Sep/2004 – Jun/2006**

- Responsible for desktops and end user IT infrastructure
- Automatization of operational routines using scripts languages
- Projects Leadership
- Hardware and Software homologation
- Responsible for Software distribution for 10.000 desktops

**BOVESPA (Bolsa de Valores de São Paulo)**

**Medium level Support Analyst**

**Jul/2002 – Sep/2004**

- Responsible to keep all Windows Server infrastructure
- Troubleshooting in complex environment and large Data Center
- Projects leadership
- Automatization of operational routines using scripts languages

**BANKBOSTON**

**Support Analyst**

**May/1994 – May/2002**

- Member of a third level support team
- Responsible to keep Netware environment
- Troubleshooting of physical and logical networks
- Project leadership and own initiative of network platform migration involving more than 6.000 users