

CESAR GAMA

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SUMMARY

I am a proven Systems Engineer with strong leadership skills. My expertise is focused mainly on the management of large-scale distributed systems, powered by six years of experience as an Operations System Engineer.

CAREER HIGHLIGHTS

- ☑ Promoted to Senior Systems Engineer after a year of employment at Softtek.
 - ☑ Received the Voice of The Customer Award in 2012, as a recognition of my performance with Electronic Arts.
 - ☑ Planned and transitioned the EAX 24/7 project from another vendor to Softtek. After a smooth kick-off, I was named Project Leader of the team.
 - ☑ Received the Voice of the Management award in 2014.
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PROFESSIONAL EXPERIENCE

EAX 24/7 PROJECT LEADER – Electronic Arts Contractor, Softtek – 2013 to present

The EAX 24/7 Team performs Tier 1 and Tier 2 activities, related to Incidents, Changes, Deployments and Releases, associated with the Origin and EA Access services. As the Leader of the team, my primary responsibilities include:

- Work together with the Service Delivery Manager and the Business Relationship Manager to identify the customer CTQs to establish the Availability, Capacity, and Continuity of the Service.
- Determine the Staffing Strategy form a cross-functional team capable of carrying out the daily activities of the Project.
- Ensure that all daily operational activities are carried out in a timely and reliable way.
- Define actions to prevent Incidents from happening and minimizing the impact of Incidents that cannot be avoided.
- Plan and execute Maintenance and Deployments with minimum disruption to EAX services.
- Make sure the Team meets with the Service Level Agreements.
- Provide guidance and Technical Leadership to the rest of the Team.

EA DIGITAL PLATFORM, SR SYSTEMS ENGINEER – Electronic Arts Contractor, Softtek – 2011 to 2013

As part of the Tier 2 Gameplay Services Support Team, I was responsible for the cross device, cross product services that provides features focused on online gameplay, communication, social interaction, and web content of EA games, while managing and monitoring the infrastructure that powers them. My primary duties as a Sr. Systems Engineer included:

- Develop and Implement new scripts to be used with our monitoring systems to collect metrics to help with the early detection of incidents.
- Develop scripts to automate the delivery of systems like Hadoop, MySQL, Web Servers and custom made systems.

- Point of Contact between the EADP, Game Studios and IT teams during the preparation and launch of FIFA Manager2013.
- Mentor technical resources about concerning methods, procedures and best practices to be used for troubleshooting, monitoring or any other support activity.
- Communicate issues and status information to the Service Leader and Project Director concerning support activities.
- Ensure all project documentation is complete, accurate, and current.
- Plan, schedule, and coordinate activities such as migrations, maintenance or deployments.

EA DIGITAL PLATFORM, SYSTEMS ENGINEER – Electronic Arts Contractor, Softtek – 2010 to 2011

As part of the Tier 1 Gameplay Services Monitoring and Support Team, my main responsibilities were focused on the detection of incidents, and basic support activities such as:

- Be aware of the internal monitoring tools to detect events and incidents.
- Collaborate with different IT and Application Teams all over the world to troubleshoot and resolve live issues.
- Execute scheduled maintenance.
- Triage, escalate and resolve incoming support requests.

WEB DEVELOPER – Toptel/Interplanet – 2007 to 2010

- Interplanet is the company behind SuEmpresa.com, a big domain registrar and hosting provider in Mexico. One of my achievements at Interplanet was the automation of domains register and hosting provision process. I also did the migration of a DNS server from Bind to PowerDNS and worked a little bit with Asterisk servers and a couple of Cisco IronPort systems.
- Toptel is one of the biggest call centers in Mexico. At Toptel, I developed multiple reporting tools extracting data from DBMS like Postgres, MySQL, Oracle and SQL Server.

EDUCATION

BACHELOR OF ENGINEERING (COMPUTER SYSTEMS) from Universidad CUGS, Mexico City (Graduated in 2014).

TECHNICAL PROGRAM DIPLOMA (INFORMATICS) from Instituto Politécnico Nacional, Mexico City (Graduated in 2003)

TRAINING AND CERTIFICATIONS

REDHAT CERTIFIED SYSTEM ADMINISTRATOR, 2013 - REDHAT (License 130-015-860)

ITIL V3 FOUNDATIONS, 2013 - Softtek.

EFFECTIVE COMMUNICATION, 2014 - Softtek.

COMMUNICATION FOR LEADING ACTION, 2014 - Softtek.

DIRECT LEADERSHIP, 2015 - ZASTROW & Co. ApS.

MANAGEMENT OF IT PROJECTS, (PMP Based) 2015 - e-process