

EMILIANO ZORN

IT Security Engineer

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EXPERIENCE

IT Security engineer

Wazuh Inc

06/2021 - Present Argentina/Australia

- Pre-Sales Team Leader
- In my role as an engineer within the Support Team, I was primarily responsible for providing assistance with the implementation, deployment, fine-tuning, and maintenance of the product for our clients. Additionally, I assumed a dual role that involved both technical and administrative duties. This included resolving tickets to a high standard, adhering to the response times specified in the Service Level Agreement (SLA), participating in design tasks, and proactively proposing solutions and enhancements.
- Following this, as the Team Leader in the Pre-sales Area, I am responsible for the organization, administration, and operational activities of the team. Our duties involved orchestrating product demonstrations, coordinating customer calls to showcase use cases (Proof of Concepts), creating and presenting product documentation, troubleshooting technical issues, and providing tailored training through the official company courses.

Senior Systems Administrator

Olavarria Town Hall

01/2011 - 05/2021 Argentina

- My primary responsibility was to ensure the correct flow of data across the units, maintaining network stability and speed through an optical fiber-based local network in Olavarría, servicing government departments and public institutions. I was also tasked with configuring and maintaining the internal network at the Monitoring Center, which included setting up and configuring servers and computer equipment. My duties included:
- Updating and monitoring IT user accounts. Managing and maintaining a critical Windows-based server environment.
- Ensuring all machines maintained up-to-date antivirus protection.
- Overseeing backup processes across multiple locations.
- Providing maintenance support and solutions for hardware failures.
- Troubleshooting technical issues and implementing effective solutions.
- Procuring IT equipment and software within approved budgets.
- Supporting the IT infrastructure of a multi-site organization with at least 1500 employees.
- Ensuring rapid and accurate troubleshooting of reported faults.

Network Administrator

Nuzzar

01/2018 - 01/2019 Argentina

- As a consultant, I served as a project supervisor for network expansion projects, focusing on both optic fiber and wireless technologies.

Functional Analyst - Edi

NZ Fruits Ltd

01/2017 - 12/2017 New Zealand

- As the intermediary between the client and the computer team, my role involved gathering data on the projected income of future merchandise and overseeing the entire production chain process through Management Software (Azure).

SUMMARY

A well presented and curious engineer with a strong technical background who possesses self discipline and the ability to work alone or in team. Having exposure to a wide range of technologies, with extensive experience of performing diagnostics. A problem solver who enjoys a challenge and can work well under pressure and who possesses communication skills and attention to detail.

LANGUAGES

Español

Native



English

Proficient



EXPERIENCE

Support Staff Team

Hostinger Group

📅 01/2015 - 01/2017 📍 Argentina/New Zealand

- As a Support Staff Team member at Hostinger, my primary duty involved delivering thorough solutions to users of Hostinger.
- Hostinger is a versatile service provider that offers a variety of services, including software development, billing and provisioning platforms, server management software, web hosting, domain name registration, virtual private servers, and other related offerings.
- Responsible for resolving service-related issues, configuring settings, and supporting website development efforts.
- Skilled in modifying code using PHP, MySQL, and HTML, I ensure clear and technically precise communication with clients.
- Responsible for liaising with Sales, Marketing, Hostinger Forums, and various public platforms including Facebook, Twitter, and other forums to ensure smooth communication and support across all channels.

EDUCATION

AWS Cloud Practitioner

Amazon

📅 2023

Bachelor's Degree in Information Technology

UTN

📅 2019

System Analyst

Instituto Superior de Informatica Virasoro

📅 2016

CCENT

Cisco

📅 2019

- Cisco Certified Entry Network Technician

CCNA

Cisco

📅 2019

- Cisco Certified Network Associate

ONTI 2.0/Big Data

INAP

📅 2015

English Language

Concordia Institute of Business

📅 12/2016

- IELTS