

# Rodrigo Vial

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## ***IT INFRASTRUCTURE, OPERATIONS & SERVICE DELIVERY LEADER***

*Enterprise Infrastructure | Hybrid Cloud Platforms | Industrial, Logistics & Distribution Systems | IT Service Management*

### **SUMMARY**

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ITIL-certified IT leader with 15+ years of experience leading enterprise infrastructure, application services, and IT operations across global organizations. Proven ability to manage cross-functional teams supporting business-critical systems, hybrid cloud platforms, and operational technology environments.

Strong background in IT service management, SDLC governance, systems integration, and enterprise architecture, with hands-on experience spanning logistics, manufacturing, distribution, film production, and transportation service environments. Experienced in supporting high-volume operational workflows where IT infrastructure intersects with physical supply chain execution, including warehouse management, parcel logistics, and production staging systems.

Recent roles emphasize root cause analysis, operational monitoring reliability, and continuous service improvement across complex, high-throughput environments. Skilled in identifying system inefficiencies, improving observability, strengthening data integrity, and enhancing end-to-end process reliability across WMS platforms, RF scanning, IBC scanning systems, IBM AS/400 environments, and EDI integrations (including ANSI X12 and EDIFACT standards).

Additional technical capability includes familiarity with 3D printing workflows, CNC wrapping operations, and interpreting technical drawings, templates, blueprints, and material diagrams using AutoCAD, Visio, and Lucidchart. Experienced working across legacy and modern enterprise systems, bridging operational execution with technical system design and documentation.

Recognized for translating complex technical and operational ecosystems into resilient, scalable solutions that improve service reliability, operational performance, and measurable business outcomes across both digital and physical operations.

### **AREA OF EXPERTISE**

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IT Operations Leadership → IT Service Delivery → Enterprise Applications & Business Systems → Infrastructure & Cloud Platforms → Operational & Logistics Systems → Cybersecurity & Governance

### **CORE LEADERSHIP COMPETENCIES**

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#### **IT Operations Leadership**

- IT Service Management (ITIL); Incident, Problem & Change Management (Root Cause Analysis)
- Technical Team Leadership, Coaching & Cross-Functional Support
- Operational Monitoring, Observability, Service Reliability & Continuous Service Improvement (CSI)

#### **Infrastructure & Architecture**

- Hybrid Cloud Platforms (Azure, AWS, GCP)
- Enterprise Networking, Servers, Storage & Virtualization
- Identity & Access Management (IAM, SSO)
- Cybersecurity Governance, Risk Compliance

## Project Delivery & Systems Integration

- IT Project Coordination & Stakeholder Engagement
- Business Requirements Analysis & SDLC Governance
- Systems Integration, Application Architecture & Solution Design

## Enterprise Systems & Development

- Enterprise Applications & Business Systems
- Database Platforms (Oracle, SQL Server, PostgreSQL)
- Software Development (.NET, C#, Java)
- API Integrations & Application Architecture
- Data Analytics & Business Reporting

## Operational, Manufacturing, Distribution, Inventory & Logistics Systems

- Warehouse Management Systems (WMS)
- RF Scanning, Barcode & Inventory Tracking Systems
- Logistics Platforms & Parcel / Transportation Operations
- IBC Scanning Systems & Bulk Material Tracking
- EDI Integration (ANSI X12 / EDIFACT) & Legacy System Support
- Distribution Operations, Material Flow & Supply Chain Execution

## Embedded Systems & Emerging Technologies

- Embedded Systems Development (Arduino, Raspberry Pi / Pico Series)
- Microcontroller Programming for Sensor Integration, Motor Control & Device Automation
- IoT Prototyping, Edge Computing Concepts & Real-Time Data Capture
- Rapid Hardware Prototyping for Automation and Control Systems
- Integration of Physical Computing with Software-Driven Logic Systems
- Electronics fundamentals: soldering, circuit components, breadboarding & prototyping

## Technical Design & Industrial Systems Support

- Interpretation of Technical Drawings, Blueprints & Templates
- AutoCAD, Visio & Lucidchart for Systems & Process Mapping
- 3D Printing Workflow Familiarity
- CNC Wrapping & Fabrication Process Support
- Cross-functional alignment between engineering, operations & IT systems

## TECHNICAL SKILLS

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- **Hybrid Infrastructure & Cloud:** AWS, Azure, GCP, Oracle Cloud, Windows/Linux Server Administration, virtualization, hybrid cloud architecture, enterprise hosting environments
- **Virtualization & Systems:** VMware ESXi, Hyper-V, KVM, Proxmox, VirtualBox, LAMP/LEMP stacks, containerized/self-hosted environments (Nextcloud, Synology, QNAP, TrueNAS), distributed storage, centralized logging & observability (ELK Stack, Graylog), backup & disaster recovery (Veeam, Rsync, Bacula, Clonezilla), high-availability system design
- **Cybersecurity, Governance & Compliance:** Identity & Access Management (IAM), MFA, SSO, SIEM/XDR tools, security monitoring, governance frameworks (HIPAA, PCI DSS, SOC 2, ISO 27001, NIST), risk-based controls, audit readiness, compliance operations
- **Programming & Automation:** Python, PowerShell, Bash, SQL, .NET (C#, ASP.NET), C/C++, Java, PHP
- **Databases Administrator:** Oracle, MS SQL Server, IBM DB2, PostgreSQL
- **ITSM & Enterprise Tools:** ServiceNow, JIRA Service Desk, Oracle Service Cloud
- **Business Intelligence:** Power BI, Tableau, Crystal Reports, IBM Cognos; KPI/SLA reporting, dashboards, analytics

## PROFESSIONAL EXPERIENCE

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### **IT & Customer Services Manager | Liftun Services, 2025 – Present**

- Serve as primary client and stakeholder contact, ensuring service quality, operational continuity, and alignment between business requirements and IT solutions.
- Design and manage secure IT infrastructure including domains, hosting environments (cPanel), databases, web applications, APIs, and email platforms.
- Administer DNS configurations (MX, SPF, DKIM, DMARC), SSL certificates, and cybersecurity controls while managing vendor relationships and operational workflows

### **IT Consultant / Systems Administrator | CBI Consultants, 2025**

- Delivered consulting and infrastructure administration across hybrid cloud and on-prem environments.
- Managed virtualization platforms, storage infrastructure, and enterprise systems integration.
- Conducted infrastructure assessments and modernization planning.

### **Systems Security Administrator | Spring Financial, 2023 – 2024**

- Administered hybrid infrastructure across AWS, Microsoft 365, and Google Workspace.
- Implemented enterprise identity and access management solutions including Microsoft Entra and Okta.
- Developed monitoring workflows and incident response procedures.

### **Technical Account Manager | 11:11 Systems (Ntirety), 2022 – 2023**

- Managed enterprise infrastructure portfolios across global hybrid cloud environments.
- Led infrastructure architecture discussions and integration planning with engineering teams.
- Delivered executive service reviews and operational improvement strategies.

### **Technical Support Specialist | Bayer, Remote | 2019 – 2021**

- Delivered enterprise IT support using ServiceNow within ITIL service management frameworks.
- Supported endpoint lifecycle management and enterprise application environments.
- Collaborated with engineering teams to resolve infrastructure and application issues.

### **Service Delivery Manager & Senior Principal Technical Account Manager | Oracle, Remote | 2013 - 2018**

- Led service delivery operations for enterprise Oracle Cloud customers globally.
- Managed cross-functional engineering and operations teams supporting enterprise infrastructure, applications, and cloud services.
- Achieved 99.5% SLA compliance while overseeing operational improvements and compliance initiatives.

### **Senior IT Business Analyst | Experian, Remote | 2009 – 2013**

- Led requirements gathering and business analysis for enterprise applications.
- Developed SharePoint workflow solutions using ASP.NET / C# and SQL.
- Coordinated SDLC lifecycle including testing and deployment support.

### **Enterprise Command Center Manager | American Express, 2007 - 2008**

- Founding member of global Enterprise Command Center monitoring enterprise applications and infrastructure.
- Managed incident escalation and operational visibility across global IT systems.
- Configured monitoring tools, alerts, and escalation workflows while coordinating cross-functional response with infrastructure, application, and security teams; partnered with engineering teams to perform root cause analysis and improve operational monitoring reliability.

**Logistics, Manufacturer, Inventory, Film Production & Operations Systems Experience | Multiple Organizations,**  
(East & West Alum-Craft, Fairware, Versatile Media, Purolator, Efcon Imports, White Cap Construction Supply)  
*2024– Present*

- Operated counterbalance forklifts and material-handling equipment to safely transport freight, aluminum railing system components, high-tech LCD equipment, production assets, raw materials, and finished goods across warehouse, studio, and distribution environments.
- Supported high-volume logistics, transportation, warehouse, and inventory management operations across manufacturing, distribution, and film/production supply chains, including staging and movement of time-sensitive materials.
- Managed inventory control processes using WMS, RF scanners, and logistics tracking systems to maintain real-time stock accuracy, shipment traceability, cycle counts, and inventory reconciliation.
- Interpreted and worked from technical drawings, templates, blueprints, and material diagrams (AutoCAD) to support accurate material handling, production staging, and fabrication readiness across manufacturing and production environments
- Performed IBC scanning and tracking for bulk materials while applying WHMIS and TDG standards to ensure compliance, safe handling, labeling, and transport of regulated goods; coordinated freight staging, cross-docking, trailer loading/unloading, and parcel sorting within fast-paced workflows.
- Utilized IBM AS/400 systems and EDI (ANSI X12 / EDIFACT) for order processing and documentation, while enforcing FIFO inventory practices, safety standards, and KPIs to meet SLAs and improve operational efficiency.

## **EDUCATION**

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**Bachelor of Computer and Information Science**  
*George Brown Polytechnic, Graduated 2005*

## **CERTIFICATIONS**

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- ITIL Service Lifecycle Management
- Microsoft Azure Administrator Associate (In Progress)
- CompTIA Security+ (In Progress)
- Community Living BC Privacy & Information Management
- FOIPPA Foundations –Government of British Columbia
- Google Foundations of Cybersecurity
- Architecting with Google Compute Engine
- Arduino Automatization & Robotic
- Oracle Hyperion Installation & Configuration
- CISO AXPrivacy (Security and Privacy)
- Forklift Operator – Classes 1, 4, 5
- First Aid & CPR/AED Level C - Intermediate
- WHMIS

## **AWARDS & ACHIEVEMENTS**

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- Senior Principal Technical Account Manager (IC5–Highest-Level Individual Contributor), Oracle | *2017*
- Client Centricity Award - North America Decommission-wide process improvement, Experian | *2012*
- Commendation for transforming Enterprise Command Center, American Express | *2008*