

# ALGIS BEKERIS RAGO

## SUMMARY

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An innovative and strategic INFORMATION TECHNOLOGY EXECUTIVE, with comprehensive domestic and international experience in enterprise IT infrastructure, global data center design and operations, IT project management, commercial building network design and installation, pre-sales support, business continuity planning, and training and presenting. Serves as technical advisor to customers worldwide, interfacing with technical people and managers of all levels (C-Suite). Demonstrated expertise in OSI model (Layers 1 through 7). A proven aptitude for delivering forward-thinking solutions to drive company growth and consistently achieve key objectives.

## EXPERIENCE

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### **NETZOOM INC., Chicago, Illinois**

#### **DCIM Solutions Architect**

October 2019 – Present

Architect for the next generation of the NetZoom DCIM Software, based on .NET as the core framework using C# , MS SQL, Java, JavaScript, HTML5 and other software languages and platforms. On a daily basis, I'm constantly designing, developing and executing software solutions for the NetZoom customers, including APIs and special database functions, evaluate and recommend software tools, technologies and processes to ensure the highest quality of the NetZoom products, perform database analysis and helping on the design of the software and the database of the next generation DCIM software from NetZoom, POCs, customer presentations and software demos as well as customer training and support for enterprise accounts such as Ensono, IBM and Box and internal advise on Data Center design and management.

NetZoom provides two main flavors of the DCIM software, one is on premises on where, if the customer requires it, I do install and configure the complete solution including Windows Server, IIS, SQL Server, network check, security check, etc. The other version is a SaaS version hosted in Amazon's AWS on where I have engineered and implemented the solution including server instances, databases, networking , security and availability.

### **INDEPENDENT CONSULTANT**

May 2019 – Present

Independent consultant for companies in South America in Data Center design, Data Center Management and DCIM Software integration, designing and developing software integrations between Panduit's SmartZone DCIM software and 3<sup>rd</sup> party vendors such as HP's Asset Manager and ADAM. Designed and performed several trainings in Costa Rica and Brazil in Data Center Network Infrastructure and DCIM Software as well as DCIM software implementation and integration and web design using HTML5, .NET and SQL. Network infrastructure support (routing and switching) for several customers in Latin America.

**PANDUIT CORPORATION, Chicago, Illinois**  
**Senior Solutions Architect**  
 July 2011 - May 2019

Served as technical advisor for company personnel and customers in North, Central, and South America. Designed and implemented a variety of professional services, software tools, and procedures, such as Site Readiness Assessments, Physical Infrastructure Management, DCIM Software Implementation Services worldwide, and Physical Infrastructure Evaluation for customers in Spanish/Portuguese-speaking countries as well as other countries in EMEA and the North America. Project management for software and network infrastructure implementation including the preparation of scope of work, cost management, scheduling, resource, vendor and contract management for all the Panduit's Professional Services customers. Software Integrations development software connectors and APIs using VB, C# and MS-SQL.

- Helped professional services achieve 300% growth in LATAM Zone.
- Led implementation of Panduit SmartZone Software for ITAU Unibanco in Brazil to track assets, cable assets, and connections (around 300,000 links), using “smart cabling system” in new data center in Brazil.
- Designed and implemented hybrid software tools, using Niagara AX, JACEs, and the Panduit's SmartZone software, in order to monitor power and cooling chain for SAP data centers in USA, Canada, Europe, China, and India, using a single global dashboard created in QlikView.
- Oversaw implementation of SmartZone software, data center infrastructure evaluations, and Cisco's Vblock site infrastructure evaluations for different markets around the globe, with emphasis in Spanish and Portuguese speaking countries.
- Created analysis and assessment tools for data centers, reducing time of service from several days to just a few hours.
- Developed DCIM implementing tools, reducing DCIM software implementation time by 80% at customer site.
- Actively participate in the DCIM software design and development group as an advisor.
- Created integration software to enable exchange of data between Panduit's DCIM software and other vendor software.
- Maintained the relationship between Panduit's Professional Services team and all Panduit's Business Units (copper systems, fiber optics, pathways, grounding and bonding, racks & cabinets, power systems - PDUs, etc.).
- Maintained the network standard library for the Professional Services team.
- Create and maintain the Professional Services lab with VMWare ESXi (with Linux and Windows servers and virtual switching) and Cisco switches and routers.
- Most Relevant Projects:
  - Sberbank Datacenter: Located in Russia, I was committed to manage the implementation of the DCIM software as part of the overall Data Center construction project with an overall project cost of \$30M. The DCIM implementation sub-project consist of the delivery (implementation) of the software and the creation of specific tools, with the use of APIs and programmed in C#, for the customer in order to enter all the asset and connectivity data coming from the physical network installer (cable schedules/asset information) into the system. I have successfully managed a team of 24 people during the 17 months of construction.
  - ITAU Unibanco, located in Brazil, I was committed to manage the implementation of the DCIM software as part of the overall Data Center construction project with an overall project cost of \$30M. The DCIM implementation sub-project consist of the delivery (implementation) of the software and the creation of specific tools, with the use of APIs and programmed in C#, for the customer in order to enter all the asset and connectivity data coming from the physical network installer (cable schedules/asset information) into the system. I have successfully managed a team of 12 people during the 24 months of construction.
  - SAP Global, I was committed to create a global dashboard with KPIs (Power, Cooling, Environmental, Asset Management) for several SAP data centers around the world (Germany, US, Canada, China, Korea, India). For this task I created a standard architecture based on JACE (Java Application Control Engine - Tridium Niagara) hardware and software acting as a universal gateway to get data using Modbus, BACnet, SQL, RESTful APIs and SNMP deployed in every Data Center collecting data and the use of the Panduit's DCIM as the “central data collector engine” and a single dashboard created in QlikView (BI software from QlikTech). Being a \$3M project being implemented over the last 3 years with a team of 3 people, each data center implementation has been done on time and with 100% acceptance from the customer.

**PANDUIT EEIG SPAIN, Madrid, Spain**  
**Regional Technical Support Manager,**  
October 2006- July 2011

Oversaw technical support for Spain, Portugal, and Africa as well as other European countries as a second level support. Designed network infrastructure for customers, worked in pre-sales projects, and prepared technical presentations and speeches (i.e., for Cisco networkers and Panduit events). Prepared presentations and technical documentation for customers. Vendor and distributor management also maintain the relationship between Panduit Spain EEIG and the integrator/installer community.

- Worked with integrators (i.e., IBM, HP) to improve network infrastructure designs.
- Designed Network Infrastructure for Panduit customers all over Europe
- Worked with Integrator managing Network Infrastructure installation projects for a wide range of companies around Europe (main focus on Spain, Portugal, France and Africa).
- Directed training program for installers, designers, and integrators.
- Collaborated with marketing and helped sales to close deals.
- Maintained the relationship between Panduit's Technical support team in EMEA and all Panduit's Business Units (copper systems, fiber optics, pathways, grounding and bonding, racks & cabinets, power systems - PDUs, etc.).
- Most Relevant Projects:
  - Telefónica de España: I have create a reference architecture for the physical network for their corporate building in Barcelona, also after the approval of the architecture, I have supervised the installation and certification of the network. There was a time constraint to finish the project in a very short period of time so the reference architecture was based on pre-connectorized/factory certified cables custom build for the project, I supervised the accuracy of the orders and the accuracy of the material at the customer site. The installation of this \$3M project was finished on time and on budget with a team of 15 technicians.
  - Repsol España: I was committed to design a fully redundant physical infrastructure (copper and fiber) for the Repsol towers in Madrid (a campus with 3 skyscraper of approx.. 50 floors each) within a budget on \$9M, I have teamed with architects and cable installers to successfully design and install the physical network.
  - Correos (Spanish Post Office): The challenge to design and implement a physical network infrastructure to be implemented in a very tight schedule including copper and fiber cabling, grounding and bonding, racks and cabinets and pathways. In this case the customer did choose a Non-Panduit installer that made mistakes installing the product making the performance of the network to be very poor. Once I identified the issue (mistakes on the connector termination by the installer) I decided to stop the work, train the installer and hire a Panduit certified installer to help with the resolution, we completed the project on time and with no issues.

**ADDITIONAL EXPERIENCE**

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**IBM GLOBAL SERVICES SPAIN**, Madrid, Spain, **LAN and WAN Technical Solutions Architect (TSA)**, April 2000 - October 2006. Managed the Network Service Delivery Group and directed ten people in Madrid and fifteen people in Buenos Aires/Argentina. The main purpose of this unit was the design of LAN and WAN networks for IBM and IBM customers such as Sol Melia Hotels, Banesto, Banco Urquijo, BancaMarch, BBVA, Banco Sabadel, Banco Popular, Banco Santander and Banco de España. I also served as part of core team designing and implementing the e-hosting infrastructure for IBM Global Services Spain and IBM GS Portugal, following the IBM EMEA standards. I helped to grow the customer base from four initial customers in the year 2000 to total of 450 customers in different business areas with revenue of more than 10M euros.

**COCA-COLA SERVICIOS DE VENEZUELA**, Caracas, Venezuela, **Network and Telecommunications Manager**, June 1998- January 2000. Served as project leader responsible for all networking and telecommunication for Coca-Cola Servicios de Venezuela. Designed and implemented video conference system over Frame Relay, NetWare to Windows NT migration for Venecol (Venezuela and Colombia) Division, and help desk system. Oversaw Y2K project management and Business Continuity Plan (BCP) procedures. Performed testing and implementation for IS Department; tuned data network (including computer center redesign and voice and data cabling system certification). Designed and implemented remote access system, using SecureDynamics' SecureID products.

**IBM DE VENEZUELA**, Caracas, Venezuela, **Network Infrastructure Project Leader**, January 1996- June 1998. Oversaw data network infrastructure design (LAN and WAN), data center infrastructure design, data center relocation project management, pre- and post-sales support, using Cisco and Nortel IP network solutions, implementation, and project management for Coca-Cola Refrescos network, ALCASA fiber-optic network, "Cumbre Iberoamericana de Presidentes" network infrastructure design and implementation in Margarita Island, and multiple network infrastructure projects for other IBM customers (private and government).

**PAPELERÍA LA NACIONAL**, C.A., Caracas, Venezuela, **Network Manager**, May 1995- December 1996. Designed, supervised, and performed start-up of various new technology projects around country (networking, PCs, telecommunications, office automation) and nationwide network administration and support (Caracas, Maracaibo, Barquisimeto, Puerto La Cruz, Valencia, and Maracay). Created WAN network for company, enabling centralized management of IT resources, as well as central use of resources.

**VECTOR SISTEMAS, C.A.**, Caracas, Venezuela, **Client Support Manager**, January 1994 - May 1995. Provided support for microcomputers (Macintosh and Windows), performed network design and implementation, and provided network support (Novell and Apple) for British Petroleum, Avon, and Tetra-Pack and Alfa-Laval. Managed one hardware technician. Helped company grow 120%, achieving high level of customer satisfaction.

**ELECTRONIC DATA SYSTEMS "EDS" DE VENEZUELA, C.A.**, Caracas, Venezuela, **Network Manager**, February 1992- December 1993. Operated as network manager (Macintosh AppleTalk and EtherTalk) for Bentata Hoet & Asociados, providing end-user support. Served as network manager (Macintosh and PCs with Novell NetWare) for Venezuelan headquarters, providing support for network, connectivity, phone systems, and telecommunications. Achieved 100% end-user satisfaction. Increased network stability and availability from 65% to 99.98%.

## EDUCATION

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SIMÓN BOLÍVAR UNIVERSITY, Caracas, Venezuela  
**Computer Engineer, Computer Engineering, 1991**

SANTA MARÍA UNIVERSITY, Caracas, Venezuela  
**Master's Degree in IT Management, IT Technologies Management, 1999**

## CERTIFICATIONS

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*Certified Data Center Design Professional (CDCDP), Chicago, 2017*  
*Certified Data Center Designer (CDCD), Chicago, 2017*  
*Niagara Framework Certification, Kansas City, 2015*  
*Data Center Energy Practitioner (DCEP), Chicago, 2012*  
*Cisco CCNA ID #CSCO10283393, Madrid, Spain, 2001*  
*Novel NetWare CNE Intranetware, Caracas, Venezuela, 1997*  
*CNE 4x Certified NetWare Engineer ID # 6549413, Caracas, Venezuela, 1996*  
*CNA 4x Certified NetWare Administrator, Caracas, Venezuela, 1995*

## PROFESSIONAL DEVELOPMENT

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*Panduit Products/Solutions Training Panduit Corporation, Madrid, Spain/Chicago, Illinois: Continuous Learning since 2006 (over 100 Internal Training Courses, including DCIM Software, Data Center Specific Training, Layer 1 Devices, Panduit's Electrical and ID Products, Hardware, Advanced Copper and Fiber Transmission Methods and Installation Techniques, Project Management, and Panduit Network Infrastructure Products), 2006-2019*

*Time Management, IBM, Madrid, Spain, 2003*  
*Linux Administration School, IBM, Madrid, Spain, 2002*  
*Advanced BGP, Global Knowledge, Madrid, Spain, 2002*  
*Cisco Internetwork Troubleshooting, Global Knowledge, Madrid, Spain, 2001*  
*Building Cisco Remote Access Networks, Global Knowledge, Madrid, Spain, 2000*  
*Building Cisco Multi-Layer Switching Networks, Global Knowledge, Madrid, Spain, 2000*  
*Building Scalable Cisco Networks, Global Knowledge, Madrid, Spain, 2000*  
*El Sector de las Telecomunicaciones: Tecnología IBM, Madrid, Spain, 2000*  
*El Sector de las Telecomunicaciones: Negocio IBM, Madrid, Spain, 2000*  
*Administering Microsoft Windows NT 4.0, Cygnus, Caracas, Venezuela, 1999*  
*Supporting MS Windows NT v4.0 Core Technologies, Cygnus, Caracas, Venezuela, 1999*  
*Implementing Directory Services, Using MS Windows NT Server, Cygnus, Caracas, Venezuela, 1999*  
*Project Management Training, The Coca-Cola Company, Caracas, Venezuela, 1999*  
*Fiber Transport Services, IBM, Poughkeepsie, New York, 1998*  
*Project Management Fundamentals, IBM, Caracas, Venezuela, 1998*  
*BICSI Installation Program: Technician Level, BICSI, 1998*  
*Introduction to Internetwork Design, BICSI, 1998*  
*High-Speed Campus Backbone Design, BICSI, 1998*  
*Building Intranets with Intranetware, Cygnus, Caracas, Venezuela, 1997*  
*Passive Fiber-Optic System Design for Local Area Networks, SIECOR Corporation, 1997*  
*Designing Telecommunications Distribution Systems, BICSI, 1997*  
*NetWare Service and Support, Cygnus, Caracas, Venezuela, 1995*

*NetWare 4.x Advanced Administration, Cygnus, Caracas, Venezuela, 1995*  
*NetWare 4.x Installation and Configuration, Cygnus, Caracas, Venezuela, 1995*  
*Network Technologies, Cygnus, Caracas, Venezuela, 1995*  
*TCP/IP Transport, Cygnus, Caracas, Venezuela, 1995*  
*NetWare 4.x Basic Administration, Cygnus, Caracas, Venezuela, 1995*  
*Client/Server Networks, Cygnus, Caracas, Venezuela, 1995*  
*Communication Protocols, Caracas, Venezuela, 1993*  
*VAX/VMS- Digital System and Network Administration, Caracas, Venezuela, 1993*

## **AFFILIATIONS**

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Building Industry Consulting Service International (BICSI)  
Institute of Electrical and Electronics Engineers (IEEE)  
American Society of Heating, Refrigerating, and Air-Conditioning Engineers (ASHRAE)

## **TECHNICAL SKILLS**

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Data Network Infrastructure (Cisco, Extreme Networks, Ubiquiti, VyOS), Data Center Design, Cable Infrastructure (Copper and Fiber), Programming Languages (.Net, HTML, VB, C#, JSON, Java, Niagara), Data Center Infrastructure Analysis, Linux, Windows Server, SQL Server, Microsoft Office Suite

## **LANGUAGES**

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Fluent in Spanish and English, basic in Portuguese and German.