

## WALTER AMADOR DIAZ

**SUMMARY** Versatile IT professional with vast knowledge and experience on Information Technologies and Projects Management. Strong skills in Help desk, Networking, Servers Infrastructure, IP Telephony, Databases, Systems developing, Business Intelligence, Big Data and a mixed and complementary academic background: Accounting, Business Administration, Systems Engineering and Projects Management (<https://walteramador.com>)

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<b>SKILLS &amp; ABILITIES</b>	Projects Management	Databases
	Systems Engineering	Business Intelligence
	Big Data	Systems development
	Business Administration	Networking
	Accounting	IP Telephony
	Management	Servers Infraestructre

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**EXPERIENCE** **IT CONSULTANT, AERIS HOLDING COSTA RICA S. A.**

Set 2020 (current)

- IT Management Professional Services Contract
- IT Management local processes migration to Corporate IT

**IT MANAGER, AERIS HOLDING COSTA RICA S. A.**

Jul 2015 – Ago 2020

- Management of IT Infrastructure
- Management of IT Staff.
- Projects Management in Information Technologies area
- IT Topics Coordination with Governmental Agencies (DGME, OFGI, DGAC, Airport Police, etc), Retail stores, Airlines and other Airport entities (Juan Santamaría International Airport - SJO)
- Infrastructure Administration (Data and VOIP Telephony)
- Hardware Maintenance
- End-User Support, Training.
- Deployment of IT Help Desk Service.
- Development and deployment of databases applications.

**IT MANAGER, APL SERVICE CENTER DE COSTA RICA S. A**

Sep 2005 – Jul 2015

- Management of IT Remote Support for Latin America region users.
- Deployment of Regional IT Help Desk Service.

- Participation in several projects within the corporation, local level, regional and worldwide.
- Management of Local IT Staff.
- Projects Management in Information Technologies area (Hardware and Software) Projects Management in Facilities setup (buildings, furniture, electricity, AC, etc.) Infrastructure Administration (Data and VOIP Telephony) Hardware Maintenance Local End-User Support, Training.
- Development and deployment of databases applications.

#### **TECHNICAL SUPPORT COORDINATOR, BRIDGESTONE FIRESTONE DE COSTA RICA**

Nov 2004 – Mar 2005

- Network Administration
- Hardware Maintenance
- End-User Support.

#### **IT COUNTRY COORDINATOR, UNILEVER DE CENTROAMÉRICA S. A.**

Sep 1998 – Oct 2004

- Develop of regional OLAP solution for the Marketing Department.
- Active participation on Companies fusion (Unilever - Bestfoods) since 2001 mid-year Systems analysis, design, develop and implementation (using Visual languages).
- End users training courses organization (Word - Excel - Networking - E-mail systems, etc.) Lotus Domino and Lotus Notes R5 structure implementation in the Central American region.
- System Policies and Standards design and implementation in the Central America Region
- Develop, implementation and management of Local Area Networks based on Windows NT 4.0 for the companies located in Guatemala, El Salvador, Costa Rica and Panama. (1998 – 1999)
- Migration of Information Systems: Sistema Integrado de Manufactura (SIM) to Exactus ERP, from Exactus to BPCS, from BPCS to SAP. Data transformation from original systems to applications being installed, end users training, maintenance of related servers..

#### **IT SUPPORT, C & C CONSULTORES S. A.**

Nov 1996 – Aug 1998

- Novell Network management
- End User support
- Hardware Maintenance

#### **COMPUTER DEPARTMENT AND PAYROLL RESPONSIBLE, OLD MISSION TEXTILES S. A.**

Mar 1995 – Aug 1996

- Novel Network management

- Information Systems analysis, design, programming and implementation.
- Hardware Maintenance
- Payroll processes responsible (750 employees)
- Accounting liquidation tasks, when the company closed.

**VARIOUS**

Sep 1988 – Jan 1995

- Computer Department Responsible, Programmer, Computing Courses Teacher, Data input, Accounting Assistant, Warehouse Assistant and Mechanical Precision Technician.

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**EDUCATION**

**NEXT EDUCACION / UNIVERSIDAD DE LLEIDA ESPAÑA – 2022**

Big Data and Business Intelligence Master Degree

**UNIVERSIDAD LATINA - 2011**

Projects Management Master Degree

**UNIVERSIDAD NACIONAL - 2004**

IT Projects Management Program

**ULACIT - 2002**

Systems Engineering

**ULACIT - 2001**

Business Administration – “Cum Laudem Probatus”

**ITEA - 1993**

Accounting

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REFERENCES

Ricardo Hernandez

Finance Director at Aeris Holding Costa Rica

2437-2415

[rhernandez@aeris.cr](mailto:rhernandez@aeris.cr)

Hector Martinez

Human Resources Manager at Aeris Holding Costa Rica

2437-2452

[hmartinez@aeris.cr](mailto:hmartinez@aeris.cr)

Marisol Fernandez - Independent Consultant - 8360.6411

Rosalba Brenes - Controller at American President Lines de CR - 2208.4641

Jorge Noguera - General Manager at Interaccion Computacional - 8910.4209

Jorge Araya - Financial and Administrative Manager at Unilever de CA - 8702.6195