Juan Antonio Rua Soto

Personal information

surname:	Rua Soto
name:	Juan Antonio
date of birth:	December 23, 1967
place of birth:	Orense, Spain
nationality:	Spanish
civil status:	married with Mette, 2 children Eric (born in 200) and Sophie (born in 2004)
domicile:	Elgårdsminde 23, Søften, DK-8382 Hinnerup, Denmark
phone:	+45 86 27 10 04
e-mail:	Antonio_Rua@Yahoo.COM

Professional experience

Jun. 2008 – now: **IBM Danmark A/S** in Risskov, Denmark (WWW.IBM.COM/dk):

In **June 2008**, the latest administrative step in the acquisition of DMdata was taken and IBM Service Delivery Center Denmark A/S was dissolved. All the employees who accepted to stay within IBM were transferred to the mother company IBM Danmark A/S. This change did not have any impact to my position and responsibilities (see below under the description of my role as from November 2007).

In **December 2008**, I accepted a new position as **Team Leader** within the Server Systems Operations division. In that role I was responsible for the coordination and coaching of a group of 14 IT Specialists performing the installation and operation of the IBM WebSphere product portfolio. I was very excited to join this team because it gave me the opportunity to work within a technically challenging environment with very talented colleagues and at the same time to develop my virtual management skills because my team was spread between two locations in Denmark (Risskov and Ballerup) with some tasks being performed by a team in Bangalore (India).

Dec. 2004–May 2008: **IBM Service Delivery Center Denmark A/S** in Risskov, Denmark (WWW.IBM.COM/dk):

In December 2004, IBM acquired Mærsk Data and DMdata. As a result of this acquisition, my position was renamed to **Technical Solution Manager** and I joined the Engagement and Business Integration Services group within IBM. This change did not affect significantly my duties but gave me the chance to work in a larger international environment very similar to the one I had at Sun Microsystems.

In November 2006, I was promoted to **Lead Account Solution Manager** for the newly created IT Outsourcing 1 customer segment. This portfolio included all the small and medium customers with an outsourcing contract managed by the IBM office in Risskov (customers like Aalborg Portland, Danish Crown, Danske Fragtmænd, Forsikring & Pension, ILVA, SKAT and Sonofon among others). The Lead ASM functionned as a business and process manager in charge of a team of Technical Solution Managers assigned to a particular customer portfolio. The daily duties covered coordination, training and coaching of the team members, optimization together with the sales organisation of the outsourcing contract through consolidation and establishment of defined services.

Last but not least, I assumed as well the role of Lead Technical Solution Manager for the larger cases which typically involved the integration of new technical environments or daughter/sister companies. The biggest challenge the team faced was to build from scratch the new organisation, implement the various internal processes and optimize the workflows to cope with the fast growing amount of the customer's request for service. In recognition of my contribution, I received the Bravo Award in June 2007.

In November 2007, I was appointed Lead Account Solution Manager for one of the top five outsourcing accounts in Denmark: Arla Foods. In that role, I grew the team from 2 to 6 Technical Solution Managers and contributed to significantly improve the handling of RFSs (Request for Service) by enforcing processes and applying best practices. The result was a dramatic reduction of the time required to send proposals to our customer which came down from an average of over 40 days to below 10.

Sep. - Nov. 2004: **DMdata A/S** in Risskov, Denmark (WWW.DMdata.DK):

During the summer of 2004, I was asked by DMdata, an IT services and facilities management company, whether I would be interested to take on a position of **Solution Architect** within the Solutions West group. I accepted this offer that gave me the opportunity to work with the design of server infrastructure and the management of technical proposals to external customers. My role was to lead the technical team of subject matter experts to develop competitive and viable outsourcing technical solutions including typically hardware, software, labour, services and the associated cost cases.

Jan. 2003 - Aug. 2004: Sonofon A/S in Aalborg, Denmark (WWW.Sonofon.DK):

I was proposed to join Sonofon, a telecom company, which had a vacant position as **System Administrator** for their Clearing House within the Customer Care group. The clearing system, based on an Oracle database and various communication software running on TruCluster nodes and HP-UX servers, aims to run and manage Sonofon's number routing and porting operations.

I acted as an interface between the internal development groups and our hosting provider as well as the contact person for the internal users and the other telco operators in Denmark. I was responsible for the coordination and implementation of new features and bug fixes as well as the design, implementation and documentation of the processes and tools that could guarantee the reliable and cost-effective exploitation of the Clearing House.

In less than 9 months, I improved the overall stability and performance of the system which brought down the resources required to troubleshoot production tasks from 75 down to 22 hours a week.

As from January 2004, I took over as well the responsibility for the ExcelAir Provisioning System that allowed customers to get IP access through a FWA (Fixed Wireless Access) network. This solution was based on the Remec ExcelAir product range, Cisco Network Registrar application and Sun Java System Directory Server, all running on Solaris servers.

Jan. - Nov. 2002: **Narayana Press** in Gylling, Denmark (WWW.Narayana.DK):

Together with my family, we decided to relocate to my wife's home country: Denmark. I joined a printing company that was looking for an **IT Manager**. In that role, I was in charge of the architecture, design, deployment and management of the company's IT infrastructure and processes. A detailed schema of this infrastructure is available on-line at: WWW.Narayana.DK/narayanapress/billeder/narayanapress/proces/workflow/workflow_dk_stor.gif.

This responsibility allowed me to broaden my knowledge in both the graphics industry and non-UNIX platforms such as Windows and MacOS and give to Narayana a performing (and almost reliable ;-) platform which could cope with the exponential growth of their business.

Feb. 1996 - Dec. 2001: Sun Microsystems (Suisse) S.A. in Gland, Switzerland (CH.Sun.COM):

When Sun Microsystems was looking for **Systems Support Engineers** for their expanding SunServices division, I took the opportunity to join the Solution Centre based in Gland providing technical support and consulting to the Swiss French customers. After a few months, I was asked to implement the structure of a new support group known as the Mission Critical Team. The aim of this group was to provide the level of support required by customers with high constraints for their most critical servers and networks.

In recognition of the successful outcome of this assignment, I was promoted to **Senior Systems Support Engineer** and received the SunUP '97 Award.

From July 1997 until January 2001, besides my involvement in the Mission Critical Team, I also took over the responsibilities of **Branch Escalation Manager**. My responsability was to ensure that the problems and bugs that required a high level of technical expertise were given the appropriate attention from the Sun engineering groups. In that position, I managed more than 250 critical situations which could have potentially armed the local and global business of Sun.

Starting July 1998, Sun's executive management defined a new worldwide organisation scheme. One of the aspects of this reorganisation was to put much more emphasis on the high-end products and services. This decision led to a slight change in the structure of our Solution Centre and I was promoted to **Systems Support Supervisor** in charge of the Mission Critical Team. In that role, I grew the team from 3 to 6 members and contributed to increase the customers base to 40 mission-critical accounts and raise their satisfaction level to an all-time record of 9.2/10.

In February 2001, I was promoted to **Mission Critical Manager** which involved basically the same duties and responsibilities as Supervisor but allowed me to participate within the country management team in the definition of the goals and strategy of the Swiss support services division.

In that period, the team grew up to 10 members that serviced more than 500 servers within 65 accounts. I also initiated a successful proactive services portfolio and enabled a new working model that raised dramatically the satisfaction among our employees and decreased their overtime.

Apr. 1993 - Jan. 1996: **Norasia Services S.A.** in Fribourg, Switzerland (WWW.Norasia.COM):

The shipping line Norasia Services S.A. hired me as **System Engineer** to participate in their Norasia Futura Project. This company was just starting a rightsizing process to migrate from their monolithic DEC VMS systems to a client-server architecture based on Sun workstations and Sybase RDBMS.

I contributed to the migration of the 30 Norasia offices and independent booking agents spread around the world in less than 6 months and then ensure the reliable operations of a WAN made of about 250 servers and workstations.

In May 1994, I was asked by the Norasia management whether I would be interested to join the Regional Management Centre to take over a commercial position. The challenge to start from scratch in an unknown domain motivated me to take the new job of **Commercial Coordinator** for France, Benelux and Switzerland.

Unfortunately I could not contribute significantly to the good commercial results of the department because my lack of experience in the shipping and sales area.

Oct. 1992 - Feb. 1993: Equinoxe IT S.A. in Lausanne, Switzerland:

Once my previous assignment completed, I moved to BEST's sister company Equinoxe IT as the **System and Network Manager** for the company's TCP/IP LAN, servers (about 20 Sun and NeXT workstations) and RDBMS (Oracle and Sybase).

I re-designed the entire network to migrate the standalone workstations into a client-server architecture with distributed services. This enabled an increase in productivity by a factor of 5 and cut costs by 50 %.

Feb. - Sept. 1992: BEST S.A. in Lausanne, Switzerland:

Business Environment Software Technologies, which was the Swiss VAR for NeXTComputer Inc., hired me as **System Consultant** within their customer technical support service to build the required structure to provide our customers with software and hardware assistance.

In about three months, I established the infrastructure, tools, processes, and contracts, that allowed BEST to deliver both hardware and software support to the existing customers base. This lead to a high customer satisfaction which helped the sales jump by a factor of 60 % from one quarter to the other.

Nov. 1989 - Dec. 1991:esig+ in Lausanne, Switzerland:

A development team working for the esig+ (Swiss School of Engineers from the Graphic Industry) offered me my first job as **Software Developer** on the ComposeIT project. This research project, partly financed by the Swiss Confederation (CERS), was aimed to develop an innovative computer system for the publication industry.

I developed an object-oriented graphic editor compatible with Adobe Illustrator and a page composition tool that was the foundation for the whole system.

Professional courses

in 2008:	EBIS TSM Risk Management in Outsourcing Engagements LEADing@IBM
in 2007:	Architectural Thinking Global Solution Architecture Repository Myers-Briggs Type Indicator
in 2006:	ITIL Foundation Plus Nordic Service Delivery Handle Service Request
in 2005:	Business Compliance Costing Principles and Methodology Solution Advisor Global Edition (SAGE) User
in 2004:	Introduction to FWA Technology Remec ExcelAir Provisioning System Cisco Network Registrar

in 2003:	GSM technology basics Introduction to Project Management
in 2002:	Mosaic system administration
in 2001:	Sun Fire servers
in 2000:	e-mail and DNS Administration
in 1999:	Orchestrating a Winning Team Sun Enterprise Cluster
in 1998:	Communication and Networks Technology Analytical Troubleshooting (ATS)
in 1997:	Storage Management with SDS and VxVM Developing in Java Solaris internals Core File Analysis E10k Servers
in 1996:	Advanced Solaris HA and PDB Computer and Network Security
in 1994:	In-depth FrameMaker
in 1992:	Customer Relationship Management.

Studies and diplomas

from 1987 until 1989:	Ecole Technique (technical school) at Lausanne, Switzerland diploma of technician TS in electronics (with option computer science)
from 1983 until 1987:	Ecole des Métiers at Lausanne C.F.C. (federal apprenticeship certificate) of electronician in radio-TV
from 1979 until 1983:	primary-superior school at Morges, Switzerland certificat vaudois d'études supérieures (Vaud Canton's certificate in superior studies)
from 1979 until 1982:	Spanish evening school at Morges graduado escolar (Spanish diploma for elementary studies)
from 1974 until 1979:	primary school at Morges.

Languages

Spanish:	mother tongue
French:	first language
English:	First Certificate in English from Cambridge University
Danish:	Almenprøve 2 Certificate
Italian:	perfect understanding and fair speaking
Portuguese:	fair understanding.

Professional expectations

I would like to work within an environment which offers access to leading-edge technologies and emphasizes on customer satisfaction, teamwork, skills and career development. I would give my preference to positions that mix the technical side with the human aspect, such as for example team or program management, systems architecture, technical marketing or educational services.

Document location

HTTP://GeoCities.COM/Antonio_Rua/Antonio_CV_UK.pdf