

# Arturo Rivera Paniza

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## Profile

**Multilingual IT professional with 18+ years' experience** in technical support and IT initiatives across diverse onsite and remote environments. Proven ability to build strong relationships and teams, communicate complex ideas, and excel under pressure. Expertise in user support, web development, networking, cloud computing, ITIL, and Microsoft 365 (AD Management, Intune, SharePoint, Power BI). **Fluent in English and Spanish**, I bring a proactive, dependable approach to resolving IT challenges in international teams and time zones, seeking an ICT role to optimize operations and ensure seamless, secure services.

For more details and most recent certifications, please visit <https://arturoriverapaniza.com/>.

## Core Skills & Competencies

- **Technical Skills**
  - **System Administration:** Microsoft 365, Windows Server, Active Directory, Intune, Exchange, SharePoint
  - **Cloud Computing:** AWS, Google Cloud, Virtual Machines, APIs, Integration
  - **Web Development:** WordPress, HTML, CSS, JavaScript, Flask, React, C#
  - **Data & Reporting:** Power BI, Power Query, SQL, Data Analysis, Visualization
  - **Security & Compliance:** ITIL 4 Foundations, Cybersecurity Best Practices, Firewall Configuration, MFA
  - **Networking & Infrastructure:** LAN/WAN, VPN, DNS, DHCP, Configuration Management Database (CMDB)
  - **Ticketing & ITIL Tools:** FreshService (current), incident management, change management
- **Soft Skills**
  - High-Level Customer Service & Stakeholder Engagement
  - Team Leadership & Collaboration
  - Strong Communication (English & Spanish)
  - Time Management & Organizational Skills
  - Problem Solving Under Pressure
  - Project Management & Coordination
  - Adaptability & Continuous Learning

## Professional Experience

### System Administrator

08/2023 – Present

Brotherhood of St. Laurence – Frankston, Australia

#### Responsibilities:

- **Hybrid/Remote Coordination:** Collaborate with cross-functional teams across multiple sites to maintain system reliability.
- **Database Optimization:** Monitored and enhanced client database performance, ensuring efficiency and data integrity through regular audits and cleaning.
- **User Lifecycle Management:** Created, managed, and deactivated users; maintained permissions and security compliance.
- **Configuration & Testing:** Customized data fields, workflows, and automated functions; coordinated UAT and progression testing before production releases.
- **Issue Resolution:** Troubleshot end-user issues promptly, escalating complex cases to vendors (Procura, Visual Care) when necessary.
- **Cross-Department Collaboration:** Partnered with Finance, IT, and other internal teams to streamline data transfers and integration with D365, Visual Care, and other systems.
- **Stakeholder Reporting:** Developed reports in Power BI and Power Query for data-driven decisions; leveraged release notes to guide best-practice configurations.
- **Documentation & Training:** Produced and updated processes, work instructions, and training materials; led training for new staff and Subject Matter Experts.
- **Key Accomplishments:**
  - Successfully managed and migrated data from Procura to VisualCare, ensuring case managers have comprehensive historical and financial data.
  - Decreased monthly overspending from \$20,000 to \$0 by creating real-time budget and financial reporting tools using Power BI and Visual Care's API.
  - Implemented robust backup and recovery flows via Microsoft Power Automate, mitigating billing discrepancies and ensuring data integrity.
  - Developed advanced reporting solutions leveraging the Visual Care API to deliver actionable insights to leadership, enhancing process visibility and targeting critical KPIs. As a result, overall business performance improved from **86% to 97%**, enabling data-driven decision-making and more efficient operations

## Volunteer Work History

### ICT Service Desk Agent (Volunteer)

11/2022 – 07/2023

Brotherhood of St. Laurence – Melbourne, Australia

#### Responsibilities:

- **Level 1 & 2 Support:** Provided frontline support via phone, email, and on-site, logging incidents in Freshservice and ensuring efficient escalation.
- **User & Access Management:** Provisioned and deactivated accounts, assigned permissions, and upheld security best practices.
- **Office 365 Administration:** Oversaw Exchange Server, mailboxes, distribution lists, and print services.
- **ITIL Alignment:** Adhered to ITIL standards for incident, request, and change management, maintaining up-to-date CMDB records.
- **Documentation & Training:** Developed user-focused documentation and delivered training, boosting digital literacy

- **Customer Service:** Fostered a positive support environment through empathetic communication, timely follow-up, and proactive problem-solving.
- **Key Accomplishments:**
  - Led a hardware restoration program repurposing **250 e-waste laptops**, salvaging functional components to assemble **over 100** working devices. These refurbished units were subsequently sold in the Op Shop, generating additional revenue for essential Brotherhood of St. Laurence programs.

## Freelance History

### ICT Consultant

03/2010 – Present

#### Information Technology and System Administration

##### Responsibilities:

- **Technology Consulting & Strategy:** Analyzed client requirements, formulated IT strategies for security and cost-effectiveness, and guided organizational transformations.
- **Full-Stack Web Development:** Built user-centric websites/applications (WordPress, HTML, CSS, JavaScript, Flask, React, C#) with a focus on performance and scalability.
- **Server & Security Management:** Configured and troubleshoot web servers, implemented firewalls, and ensured ongoing security monitoring.
- **Remote Collaboration:** Provided virtual consultations worldwide, leveraging communication tools to offer real-time support and consultancy.
- **Cloud Computing & IT Services:** Advised on Microsoft 365 (AD, Intune, SharePoint, Power BI) and other cloud solutions, aligning with ITIL best practices.
- **Data Management & Hosting:** Delivered end-to-end data analysis, processing, and hosting with robust backup and recovery solutions.
- **Project Management:** Coordinated projects from planning to deployment, collaborating across teams and meeting strict deadlines and budgets.

## Education

### Bachelor of Information Technology (Mobile App Development)

Academy of Information Technology

### Computer Science Associate Degree, Information Technology

University of the People

### Certifications

#### ITIL® 4 Foundation Certificate in IT Service Management 08/2023

PeopleCert / AXELOS

#### Google IT Support Specialization

Google / Coursera

#### Google IT Support Professional Certificate

Google / Coursera

#### Google IT Automation Professional Certificate

Google / Coursera

#### Security in Google Cloud Platform Specialization

Google / Coursera

#### Networking in Google Cloud Specialization

Google / Coursera

#### IBM Applied AI Professional Certificate

IBM / Coursera

#### Python for Data Science and AI

IBM / Coursera

#### Cloud Architecture with Google Cloud Specialization

Google / Coursera

#### Managing Cybersecurity Specialization

University System of Georgia / Coursera

For a complete list of my certifications and qualifications, please visit my website at [www.arturoriverapaniza.com](http://www.arturoriverapaniza.com)

### Interests:

- **Movies:** Enjoy cinema experiences with family
- **Beach Activities:** Walking on the beach and nature exploration
- **Reading & Writing:** Published children's book "Tales for our little grandchildren"
- **Continuous Learning:** Passionate about exploring new technologies and upskilling

## Referees

Name	Position	Organization	Phone	Email
Chan Heng	ICT Service Desk Manager	Brotherhood of St. Laurence	0490 298 322	<a href="mailto:chan.heng@bsl.org.au">chan.heng@bsl.org.au</a>
Alice Hodges	Aged Care Regional Team Leader	Brotherhood of St. Laurence	0407 139 581	<a href="mailto:ahodges@bsl.org.au">ahodges@bsl.org.au</a>
Dannielle Kitchen	Aged Care System Administrator	Brotherhood of St. Laurence	0429 600 700	<a href="mailto:dkitchen@bsl.org.au">dkitchen@bsl.org.au</a>