

HUMBERTO ACOSTA

Senior IT Systems Administrator | Application Support Engineer | Windows / .NET / SQL
Katy, TX, USA | me@humbertoacosta.net | humbertoacosta.net | linkedin.com/in/humberto-acosta

PROFESSIONAL SUMMARY

Senior IT Systems Administrator with 20+ years of experience delivering Tier 1–3 application and infrastructure support to 3,000+ enterprise users across US and LATAM operations. Resolve 30+ incidents weekly with 98%+ SLA compliance using ServiceNow, BMC Remedy, and ITIL-aligned change/incident/problem management. Deep hands-on expertise administering Windows Server (2003–2022), IIS, Active Directory, Group Policy, DNS, and SQL Server, plus building PowerShell automation that saves 6+ hours of manual effort weekly. Skilled at root cause analysis across hybrid cloud (Azure/AWS), on-prem, and SAP/IBM AS400 environments. Bilingual English/Spanish (native). Available for 100% remote roles.

CORE TECHNICAL SKILLS

- **Operating Systems & Servers:** Windows Server 2003–2022, Windows 10/11, IIS 7–10, Linux (Ubuntu, RHEL basics), Hyper-V, VMware ESXi (basic)
- **Directory & Network Services:** Active Directory, Group Policy (GPO), DNS, DHCP, TCP/IP, VPN, SMB / File Shares, Network Troubleshooting
- **Cloud & Hybrid Infrastructure:** Microsoft Azure (App Services, DevOps, AD), AWS (EC2, S3 basics), Microsoft 365, Hybrid Identity
- **ITSM & Support:** ServiceNow, BMC Remedy, SysAid, JIRA, ITIL Foundation practices, SLA Management, Incident / Change / Problem Management, Root Cause Analysis (RCA)
- **Monitoring & APM:** Quantum Metrics APM, Application Insights, Event Viewer, IIS Logs, Custom .NET Health Checks
- **Automation & Scripting:** PowerShell, Bash, Batch Scripting, Task Scheduler, Cron, Custom .NET Automation Tools
- **Databases:** SQL Server (2008–2022), SSMS, T-SQL, Stored Procedures, MySQL, Crystal Reports, SSRS, SSIS
- **Application Support & Development:** .NET Framework / .NET Core, C#, VB.NET, ASP.NET MVC, RESTful APIs, SOAP, Web Services, Visual Studio, Postman, Fiddler
- **Enterprise Systems:** SAP (functional support), IBM AS400 / iSeries, ERP systems, SAP–SQL–AS400 integrations
- **Methodologies:** Agile/Scrum, Kanban, Change Management, Code Reviews, Documentation
- **Languages:** English (Professional), Spanish (Native)

PROFESSIONAL EXPERIENCE

Senior Systems Administrator

Jul 2022 – Present

Southern Glazer's Wine & Spirits — Miramar, FL, USA (Remote-hybrid)

- Provide Tier 1–3 application and infrastructure support to 3,000+ enterprise users across US and LATAM operations, resolving 30+ tickets weekly while sustaining 98%+ SLA compliance via ServiceNow.
- Administer Windows Server, IIS, Active Directory, GPOs, and SQL Server environments hosting business-critical applications; perform OS patching, IIS app pool tuning, and certificate / TLS management.
- Built PowerShell and C# automation suites that save 6+ hours of manual effort weekly, automating ticket triage, application health checks, log analysis, and routine maintenance reporting.
- Lead root cause analysis on outages spanning SAP, IBM AS400 (iSeries), SQL Server, IIS, and third-party APIs using Visual Studio, SSMS, Fiddler, and Postman.
- Operate Quantum Metrics APM and custom monitoring to proactively detect incidents before user impact, reducing mean time to resolution (MTTR) on mission-critical platforms.
- Coordinate change requests, regression testing, and production releases with Development, QA, and Infrastructure teams under ITIL change-management practices.

IT Application Support Specialist (LATAM)

Sep 2020 – Feb 2023

Brightstar / Likewize Corporation — Miami, FL, USA

- Owned the LATAM application-support queue (Argentina, Mexico, Brazil) in ServiceNow, performing Tier II/III triage, troubleshooting, and incident resolution against contractual SLAs.

- Authored a reusable knowledge base of resolution playbooks and runbooks that meaningfully cut repeat-issue resolution time for the global support team.
- Maintained AFIP (Argentina tax authority) RESTful integrations, ensuring uninterrupted regulatory compliance across 500+ daily trade-in transactions.
- Delivered Tier II/III support, root cause analysis, and technical documentation adopted across global support teams.

Application Support Lead

May 2019 – Aug 2020

HCL America (Brightstar Account) — Miami, FL, USA

- Owned production support for 3 core enterprise applications, leading on-call rotations, hotfix deployments, and post-incident reviews.
- Built PowerShell and .NET monitoring/alerting that surfaced post-deployment issues earlier and reduced incident discovery time.
- Implemented Agile/Scrum ceremonies, CI/CD pipelines, and Azure DevOps branching strategy to stabilize the release process.

Application Support & Systems Engineer

Aug 2017 – Apr 2019

Brightstar Corporation — Miami, FL, USA

- Sustained 99.9%+ uptime for mission-critical logistics and warehouse applications supporting international operations across 20+ countries.
- Participated in 24/7 on-call rotation; led after-hours troubleshooting, hotfix releases, and post-incident reviews.
- Managed TFS user stories, branching, merges, and release packaging for a distributed development team.

IT Lead & Co-Founder

Sep 2015 – Aug 2017

Zulia Technology — Maracaibo, Venezuela

- Co-founded technology consultancy and led a 4-person team delivering managed IT services and application support to insurance and oil & gas clients.
- Stood up Windows Server, SQL Server, Git, and CI/CD infrastructure for client deployments from project kick-off.
- Defined ITIL-aligned incident, change, and problem management processes for ongoing client engagements.

IT & Application Support Coordinator

Jun 2008 – Sep 2015

Maersk Drilling — Ciudad Ojeda, Venezuela

- Managed end-user IT support, Windows / network infrastructure, and ITIL-aligned incident management via BMC Remedy for an oil-drilling operation.
- Delivered ERP, QHSE, and medical-management systems running on Windows Server and SQL Server.
- Supported Taydrill, an oil-drilling monitoring platform adopted across multiple Venezuelan oil-sector operations.

IT & Software Specialist

Jan 2006 – May 2008

TMHIG — Ciudad Ojeda, Venezuela

- Supported insurance management systems (desktop and web), backups, and SQL Server reporting performance for the underwriting team.

IT Support & Software Developer

Oct 1999 – Jan 2006

Centro Médico Docente Paraíso — Maracaibo, Venezuela

- Provided end-user / clinical IT support, modernized legacy systems, and implemented insurance-billing modules running on Windows / SQL Server.

EDUCATION & CERTIFICATIONS

- **Bachelor's in Computer Engineering (Software Development)** — Rafael Beloso Chacín University (URBE), Venezuela
- **Senior University Technician in Business Administration** — Rafael Beloso Chacín Technical College (CUNIBE), Venezuela
- **Complementary** — ITIL Foundation practices · Windows Server 2003–2022, Active Directory, Group Policy (GPO) · Languages: English (Professional), Spanish (Native)