

# PABLO SEBASTIÁN VOLPE

IT INFRASTRUCTURE TECH LEAD

## PERSONAL INFORMATION

- **First Name:** Pablo Sebastián
- **Surname:** Volpe da Silva
- **Birth Date:** 01/06/1987
- **Place of birth:** Fray Bentos - Uruguay
- **Citizenship:** Italian - Uruguayan
- **Marital Status:** Civil partnered
- **Driver License:** european (Cat. B, AM, A1)
- **Languages:** Spanish (native), English (B2), Italian (B1)



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## EXPERIENCE

### Chief Technology Officer

March 2021 - Current • ZOEGA LTD (Start-up) - El Prat de Llobregat - Spain

Reporting to CEO

#### Responsibilities:

- Software requirements analysis.
- Responsible for cloud infrastructure.
- Software architecture design.
- Integration of payment processors.
- Team management

#### Relevant achievements:

- Deployed a 100% cloud infrastructure on AWS for development, staging, and production environments.
- Established development and deployment processes and automated deployments on Cloud infrastructure.
- Managed a team of five developers (2 backend, 3 frontend) on a daily basis.
- Analyzed product requirements for development purposes.
- Established contact with payment providers and negotiated financial conditions.
- Oversaw Development, Design, Product, and Marketing teams, totalling 11 employees.

### Infrastructure Manager

August 2016 - Current • ENTAIN SERVICES IBERIA SL (Entain Group) - Barcelona - Spain

Reporting to Managing Director until 2022 and to Head of End User Support since 2023

#### Responsibilities:

- Server administration.
- Cloud infrastructure management.
- Networking.
- Help-Desk tasks.
- Integration of payment methods for LATAM.

#### Relevant achievements:

- Successfully opened a new office from scratch, coordinating local infrastructure and cabling work within 10 days.
- Setup of IT equipment for the start of operations in a new office.
- Responsible for local IT at Entain's Barcelona branch office.
- Implemented corporate blueprint (set of servers) and upgraded networking equipment.
- Migrated local user tools and data to the corporate environment.
- Managed and coordinated with three engineers the relocation of infrastructure and services to a new data center in Montevideo, Uruguay.

- Led a team of five engineers (four remote, one local) in migrating legacy services to the corporate infrastructure (Active Directory, file servers, web servers).
- Provided remote support to 180 internal users during the pandemic, including equipment distribution and configuration for remote work.
- Deployed high-availability payment solution (Boleto Release) on AWS with Kubernetes for betboo.com, br.sportingbet.com, and partycasino.com (handling 12,000 requests per day).
- Coordinated with development and system administration teams to migrate legacy reporting tools to the corporate infrastructure.
- Migrated blogs from AWS to corporate infrastructure for blog.bwin.pt, bwin.com, br.sportingbet.com.
- Coordinated with local provider (Colombia) and Cashier development team (India) to integrate payment methods (Efecty and Puntored) into bwin.co.

## EXPERIENCE

### System Administrator

May 2012 - June 2016 • GOMIFER S.A. (GVC Holdings PLC) - Montevideo - Uruguay

Reporting to IT Manager

#### Responsibilities

- Server administration (Windows Server 2012 - Microsoft Hyper-V, Linux).
- Configuration of Workstations (Windows 7, Windows 10, macOS).
- Administration of Google G Suite and Office 365.
- AWS and Windows Azure management.
- Hosting, domain and DNS management.
- Networking, VoIP, CCTV.
- Help-Desk tasks.

#### Relevant achievements:

- Designed and implemented an internal IT support ticket system using FreshDesk.

#### Relevant achievements:

- Designed and implemented a customer service case tracking system for betboo.com and br.sportingbet.com using Redmine.
- Implemented Active Directory and File Server solutions.
- Implemented secure Radius-based Wi-Fi.
- Successfully relocated 120-user office from one building to another.
- Migrated 200 Google G Suite accounts to Microsoft Office 365 within 30 days.
- Established a branch office in a separate building.
- Coordinated and implemented a payment solution (Boleto Release) for betboo.com, hosted on AWS and synchronized with local infrastructure.

### Production Manager

March 2011 - March 2012 • ECOLED S.A. - Montevideo Uruguay

Reporting to Business Owner

#### Responsibilities:

- Assembly of LED luminaires.
- Organization and management of resources
- Installation and maintenance of giant LED screens.

#### Relevant achievements:

- Coordinated and installed 150 autonomous LED light fixtures with solar panels.
- Coordinated and installed 5 giant treet LED screens in Uruguay.
- Developed software and assembled self-service kiosk units for the UTE (government-owned power company) exhibition at ExpoPrado 2011.
- Organized the production chain for LED luminaire assembly, processing over 1200 orders in one year.
- Managed the production chain, overseeing 8 employees.

### Banking ATM and printer technician

January 2008 - March 2011 • AT SRL -

Montevideo - Uruguay

Reporting to IT Director

- Installation, repair, and maintenance of "Perto" deposit machines, self-service ATMs, and dispensers of bills and coins.
- Repair and maintenance of inkjet and laser printers (HP, Lexmark, Kyocera, Xerox and Canon)
- Preventive maintenance of servers in bank branches.

### Banking ATM technician

October 2006 - December 2007 • GEOCOM S.A. - Montevideo - Uruguay

Reporting to CS Supervisor

- Installation, repair and maintenance of "Itautec" deposit machines, self-service ATMs, and dispensers of bills and coins.

## EDUCATION

### Technical Diploma in Networking and Telecommunications (Tertiary)

2010 • Instituto Tecnológico en Informática - UTU - Montevideo - Uruguay

### Secondary Technical Education in Computer Science

2003 - 2005 • Escuela Técnica Pedro Blanes Viale - UTU - Mercedes - Uruguay

## COURSES AND CERTIFICATIONS

- **Italian Course (B1 - B2)**  
October 2021 - Current • Il Laboratorio Italiano - Spain
- **Scrum Master**  
July 2021 • Vitae Consultores - SCRUM MANAGER® - Spain
- **MS-900 - Microsoft 365 Fundamentals**  
July 2021 • Microsoft - Certiport
- **Project Direction and Management using the PMI® Methodology**  
February 2021 • Vitae Consultores - Spain
- **AZ-900 - Microsoft Azure Fundamentals**  
February 2021 • Microsoft - PUE - Barcelona - Spain
- **Google Cloud Platform Fundamentals: Big Data & Machine Learning**  
April 2020 • PUE - Barcelona - Spain
- **Google Cloud Platform Fundamentals: Core Infrastructure**  
April 2020 • PUE - Barcelona - Spain
- **System Operations on AWS**  
January 2020 • Global Knowledge - Madrid - Spain

\*All the academic achievements and relevant certifications are available online for the review.