JOAN MARC RIERA DUOCASTELLA

Saffron Walden CB11 3EQ ♦ 07944743987 ♦ joanmarcriera@gmail.com

PROFESSIONAL SUMMARY

Service-oriented manager with talents for team building, leading and motivating, as well as excellent customer relations aptitude and relationship-building skills. Proficient in using independent decision-making skills and sound judgement to positively deliver on our company strategy and missions. Dedicated to applying training, monitoring and morale-building abilities to enhance employee engagement and boost performance. Capable of finding each individual motivations and enabling them to deliver at their best.

ACCOMPLISHMENTS

- Replaced active archive system, which shattered previous archival records by one order of magnitude while increasing uptime and customer satisfaction
- Positions in current team attract the best applicants from inside the institution
- I received personal congratulations from an Atos Executive VP (Eric Grall) after 2-week PoC, which represented $1 million extra revenue for the BU.

WORK HISTORY

EMBL-EBI (Hinxton**) - Service and Data Management Coordinator**, 01/2021- Current
- Established strong relationships with internal stakeholders, including the creation of User groups used to share strategy approaches and adapt service roadmaps for FIRE, transfer services, authentication and authorisation infrastructure and ITS internal orchestration
- Direct management of multidisciplinary team of 8 through constantly improving agile methodologies
- Implemented a team mentality of CV-driven development, ensuring employability and replaceability
- Established standard operation procedures with service desk, with training and weekly checkpoints
- Coordinated maintenance and modifications in FIRE and transfer services to reduce downtime
- Coordinated a complete transition between authentication backends across all ITS teams at once
- Collaborated with multi-functional roles to communicate and align service efforts and changes
- Coordinated troubleshooting for storage and network personnel, supporting cross datacentre upgrades
- Write, score, and award storage tenders. Reduced the disaster recovery cost below £10K/PB
- Cooperated fully with product owners and enterprise architects to understand requirements
- Outsourced specialized support for Aspera after an integration agreement with ITS Service Desk

EMBL-EBI (Hinxton**) - Team Lead and Senior DevOps Engineer**, 10/2017–12/2020
- Establish open and professional relationships with team members to achieve quick issue resolutions
- Designed strategic plan for component development practices to support future projects
- Supervised programmers, designers, and technicians, assigned tasks, and monitored performance
- Maintained systems that monitored applications and infrastructure
- Designed and deployed new archive system. From pull-based to push-based, from 15 PB to 100 PB
- Define, document, and oversee internal policies and methodologies used by IT personnel
- Coordinated deployments of new software, updates, and fixes
- Developed continuous improvement methodologies, tools, and processes
- Implemented scrum methods to track estimations and work progress
- Implemented deployment strategies using container orchestration tools

EMBL-EBI (Hinxton**) - Senior Transfer Services Administrator**, 09/2016 - 09/2017
- Designed and deployed monitoring system.
- Double data traffic by removing or reinstalling overturned systems.

- Designed and deployed new logging system which increased logging success by more than 1000%
- Introduced the HPC team to code versioning, testing IaC and working with branches

Atos (Global**) - Technical Service Manager and Solutions Architect**, 2015 - 2016
- Exercised leadership capabilities by successfully motivating and inspiring others
- Mentored 5 team members and encouraged them to bring forward ideas for service improvement
- Evaluated existing ITIL procedures and made proactive adjustments to meet changing demands
- Defined enterprise processes and best practices and tailored enterprise processes for several apps
- Designed and implemented upgrade strategy for more than 5000 servers from several major clients
- Automated Iberian fiware.org OpenStack cluster using Salt-stack automation
- Implemented puppet deployment strategies for software updates at multi-platform
- Design and integrated vertical solutions architectural to create detailed cohesive packages
- Provided 3rd level technical support and troubleshooting to internal and external clients

Atos (Bull SAS - Barcelona**) - Technical consultant and Team Leader**, 2011 - 2015
- Spearheaded the technical operations for the first novel Bull-Iberia in-sourcing service, 5xFTE-L1
- Organized several ITSM client operating procedures to funnel actions into a single ITIL service desk
- Monitored employee tasks to gauge business functions and inefficiencies
- Maintained authoritative knowledge at team level through continued education and ongoing training
- Recommended and implemented technology upgrades to improve client infrastructure
- Authored best practices documentation for use in new personnel onboarding processes
- Collaborated with cross-functional teams to deliver successful product implementations
- Wrote detailed technical documentation for company products and services, including HPC support
- Supported successful sales strategies for complex engineering projects
- Organised and maintained customer focused director plans with strategies up to 5 years
- Advisor for customers requiring lowering costs, increasing production, or adding new functionality
- Assisted customers in troubleshooting product issues and provided timely technical support
- Cultivated and maintained strong relationships with customers to ensure positive experiences
- Organized product demonstrations and trial installations of equipment to promote products
- Presented clients with ROI estimations to drive project planning

FBM Eurecat (Barcelona**) - Technical Services Coordinator**, 2007 - 2011
- During my tenue the company grew from 50 to 250 employees, with an IT department of 6 people
- Planed and implemented several ITSM practices across a team of 4 Service Desk FTE
- Oversaw development and implementation of improvements to IT systems and services operations
- Worked with high-profile customer to select third-party vendor for IT infrastructures
- Maintained proper staffing skillset to guarantee timely and accurate deliveries
- Used dropbox and SVN to 'DevOps' the orchestration of all our systems, before DevOps was a thing

FBM Eurecat (Barcelona**) - Software Engineer**, 2007 - 2008
- C# , Java and perl developer
- Natural Language Processing development: shallow parsers and error correction tools

Deutsche Bank (Sant Cugat del Vallès**) - Lotus Notes Developer**, 2006 - 2007
- Implemented scalable applications for data extraction and analysis
- Rapidly prototyped new data processing capabilities into existing system

CEUS (Barcelona**) - Academy Teacher**, 2003 - 2006
- Created dynamic learning environment that valued instructor and student interaction

―――――――――――― EDUCATION ――――――――――――

Judge Business School Executive (Cambridge**): Chief Technology Officer** Programme, 2024 -2025
University of Strathclyde (Glasgow) - **Bachelor of Science**: EEE project, 2006
Ramon Llull University (Barcelona) - **Bachelor of Science**: Computer Science, 2003-2005

CERTIFICATIONS

ITIL Foundation Level   AXELOS Global Best Practice, 2023 - 2026
PRINCE2 Agile® Foundation & Practitioner   PeopleCert, 2020
Oracle Database 11g OCA + OCP   Oracle, 2015
IT Service Management Foundation, based on ISO IEC 20000   EXIN, 2012
Red Hat RHCSA + RHCE   Red Hat, 2011 - 2016