



Francisco Vallejo Luna

Hybrid Cloud, Automation and
ITSM Solution Architect, Professional Services

Certifications:

- AWS Cloud Practitioner
- Cisco DevNet Associate
- Kubernetes Certified Application Developer
- Red Hat Certified Systems Administrator
- Micro Focus Operations Orchestration Certified Professional
- ITIL Foundation v3
- HPE Service Manager Accredited Systems Engineer
- HP Service Manager Accredited Integration Specialist

Key Strengths:

- Proactivity
- Customer satisfaction
- Microservices and container tech expert
- Automation expert
- Cloud specialist
- IAAS and SAAS Specialist
- CI-CD expert
- Artificial intelligence
- Advanced networking
- ITSM Specialist
- Self-training abilities

Languages:

- English (fluent)
- Spanish (native)
- Mandarin 汉语 (basic)

Summary of qualifications

Computer Engineer, University of León (Spain, 2009)

Joined HP in November 2009 as tech consultant for the Iberia Professional Services team in León, almost 12 years growing and learning in the HP-HPE-Microfocus professional path.

Working as a Solution Architect in three different areas: Hybrid Cloud, Automation and ITSM applying synergies between them in major enterprise customers. Keeping in balance customer satisfaction and technical excellence.

Education

Bachelor Degree in Computer Engineering - Industrial spec. (2009 University of León - Spain)

Technical specific:

AWS Cloud Practitioner

Cisco DevNet Associate

Kubernetes Certified Application Developer

Red Hat Certified Systems Administrator

Micro Focus Operations Orchestration Certified Professional

ITSM:

ITIL Foundations v3

60+ courses

Other tech:

Artificial intelligence and Deep learning

Python Frameworks (Django)

Javascript Frameworks (VueJS and EmberJS)

Ruby on Rails

Relevant job experience and Education

Microfocus Iberia (Madrid) and Hewlett Packard Enterprise (Madrid)

Role: Solution Architect, since 2018

Customers and experience:

- **Spanish Ministry of Justice (Gov, justice)**

Full ITSM processes redesign including Service Desk, Incident Management, Change Management, Problem Management, Knowledge Management and Service Catalog. Intensive public customer contact: workshops, meetings, conference calls... were done during this while.

- **Telefónica Global Solutions (formerly, TIWS) (Telco)**

Telco and automation company segment for Telefónica, many automation projects related to several different technologies such as: Networking self-healing, Networking proactive failure detection, Mobile related automatic ticketing, Portfolio automatic processing... this customer required very high technical knowledge to reach successful projects. Also applied microservices and CI-CD knowledge to leverage efficiency and ROI.

- **Telefónica España (Telco)**

Hybrid Cloud and virtualization company segment for Telefónica. Intense work was done with VMWare vCloud, vSphere vCenter and Microsoft Azure in two ways: configuration but also automatic deployment and orchestration for these technologies. IaaS and SaaS automation was the main focus on this customer.

- **Osakidetza (Gov, Healthcare Basque Country)**

Osakidetza, regional healthcare branch in the public sector of this area. This work was split in two main sections: in one hand: ITSM process redesign which was faced across many workshops and meetings but also trained the customer in this topic, in the other hand: ITSM technology was migrated by applying new tech such as big data databases and reporting and also artificial intelligence for self-solving tickets but also automatic ticket categorization.

- **Prosegur (Security services)**

ITSM upgrade by deploying new commercial application based on microservices (Kubernetes): plan, design, implementation and -later- upgrade, strong knowledge of both ITSM and Hybrid Cloud areas were applied together. Heavy Kubernetes knowledge was required for that.

- **HSBC (U.K. Bank)**

World-wide cost management project for printing services. Designed and implemented from scratch, we gathered all printing information for HP printers at HSBC sites to produce invoicing but also cost distribution across all their business units. Networking, communications, security... lots of topics involved.

- **Indra (Engineering)**

Design and implementation of their Robotic Process Automation suite, it enabled cost optimization and performance enhancement in their technical asset management which also improved their customers' satisfaction because of the quality and resolution time improvement.

Relevant job experience and Education

- **MAPFRE (Insurance)**

ITIL process known as Continuous Improvement were established and deployed for this customer where major soft-skills were required but also technical background. This process was intended to better know the organization in two ways: business and technology.

Also **several automation projects** to speed up request provisioning and incident solving assistance to technical staff.

- **SESCAM (Gov, Healthcare Castilla-La Mancha)**

Commercial microservices ITSM application was deployed, strong Kubernetes knowledge again was needed. This time the main difficulty was in the fact of that was their first Kubernetes application, so, several remote trainings took place to show this new tech to the customer but also make them feel more comfortable with it since better understanding makes always trust this kind of technologies.

Hewlett Packard Enterprise (Madrid)

Role: Technical Specialist and Analyst, 2018-2016

The job was focused only in the ITSM area -but other areas and tech was also applied- divided these three main areas:

- ITSM processes analysis and design
- Commercial ITSM solution implementation
- Service Delivery for ITSM areas of several customers

Hewlett Packard (León)

Role: Programmer, 2016-2009

Major part of this job was related with programming ITSM commercial applications in both proprietary languages but also JavaScript, Ruby, Python and some others. During this while 60+ ITSM, Cisco CCNA, and other tech courses were studied.

Other stuff

During the 2014-2015, 2015-2016, 2016-2017 and 2020-2021 University courses I was also project proctor for Computer Engineering students in both **University of León and University of Valladolid**.

Licensed scuba diver (Spanish Federation)

Licensed boat skipper (Spanish Nautic Authority)

Contact

Website: <https://www.franvallejo.es>

Credly: <https://www.credly.com/users/francisco-vallejo/badges>

Email: neotherack@gmail.com

Phone: +34 647454466

Twitter: [@fvallejoluna](https://twitter.com/fvallejoluna)