

RAFAEL TRAMONTINI

IT Support & Operations Leader

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EXECUTIVE SUMMARY

IT and Support Executive with over 10 years of experience leading high-performance, complex technology teams. Proven track record in achieving world-class customer satisfaction, managing crises, and establishing operational governance based on solid metrics (KPIs & OKRs).

TECHNICAL SPECIALTIES

- **Leadership & Business:** IT Team Leadership, Project & OKR Management, Crisis & SLA Management, Executive Communication (C-Level)
- **Methodologies & Frameworks:** ITIL V3 Foundation, Scrum Master (CSM), Level 2 Coaching & Feedback, Continuous Process Improvement
- **Infrastructure & Security:** Cisco Routing & Switching (CCNA), MTA Networking Fundamentals, Perimetral Security & SOC, Vulnerability Management

PROFESSIONAL HISTORY

Project Manager

2025 – Present

Octafy

Leadership and management of corporate technology projects, facilitating the coordination of multidisciplinary teams, defining deliverables, controlling deadlines, and executing governance based on agile methodologies (Scrum/Kanban) for continuous process optimization and value delivery.

Support and Operations Manager

Aug/2024 – Feb/2025

Trustly

Management of the operations team, on-call scheduling, recruiting, and professional coaching. Monitored support cases to guarantee SLAs and reporting key performance metrics. Acted as a technical facilitator between Support, Operations, Technology, and Management.

- 15% NPS increase in the last quarter through customer-centric empathy training.
- 20% FCR (First Contact Resolution) increase in the last year via a comprehensive knowledge base.

IT Operations Manager (Latin America)

Nov/2023 – Jan/2024

DLL Financial Solutions (Rabobank Group)

IT Operations Leader for the Latin American region (Argentina, Brazil, Chile, and Mexico), managing 13 direct reports across Service Desk, Infrastructure, Delivery, Security, and Governance. Responsible for cascading corporate OKRs into regional KPIs.

- 70% reduction in response time to internet outages through local monitoring.
- 25% reduction in ticket volume through a Service Desk Chatbot.
- 96% employee satisfaction in ergonomic workspace assessments.

Cybersecurity Manager

May/2022 – Sep/2023

Ernst & Young (EY)

Led Cybersecurity Engineering (deployment and sustainability) and SOC consulting. Responsible for crisis management, critical incident response, and post-incident reviews.

- 85% reduction in critical and urgent vulnerabilities in an environment with over 20,000 active assets.
- 96% reduction in escalated incidents by refining response processes.
- 40% increase in security awareness through phishing simulation campaigns.

Technology Services Manager (ProSupport Plus)

Oct/2018 – May/2022

Dell Technologies

Service advocate and trusted advisor for key premium accounts. Aligned business goals with IT infrastructure needs.

- 35% increase in solution adoption via Power BI dashboards.
- 51% NPS increase through active account engagement.

Service Delivery Manager

May/2018 – Oct/2018

TIVIT

Managed infrastructure services for one of the largest apparel retailers in Latin America. Guided 5 senior database, middleware, Unix, and Windows engineers.

- Datacenter migration with zero downtime and 70% customer satisfaction.
- 35% reduction in operational costs through overtime optimization.

Head of Customer Support

Jul/2017 – May/2018

IMaps Intelligence

Established and developed the support operations for Qlik Tech Business Intelligence platforms (Qlik Sense, QlikView, and Nprinting).

- 79% reduction in ticket resolution time and 92% increase in satisfaction.

Enterprise Technical Support Team Leader

Aug/2008 – Apr/2017

Dell Technologies

Managed enterprise support teams for servers, storage, and networking under high pressure. Conducted SLA reviews, chats/calls audit, and coaching.

- 12% productivity increase and 7% quality increase (NPS/CSAT) globally.
- \$100k warranty cost savings through intelligent data analysis projects.

Technical Support Manager (Unisys/Dell)

Sep/2006 – Aug/2008

Unisys

Outsourced Dell manager for basic hardware client support. Analyzed KPIs and presented action plans to Dell leadership.

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CERTIFICATIONS

- Certified Scrum Master (CSM) - Scrum Alliance
- ITIL V3 Foundation Certified - Exin / ITIL
- Cisco Certified Networking Associate (CCNA) - Cisco
- MTA - Networking Fundamentals - Microsoft

ACADEMIC EDUCATION & LANGUAGES

- MBA / Postgraduate: Cybersecurity and Cybercrimes | UNOPAR
- Higher Graduation: Information Technology Management | UNIFRAN
- Vocational Technical: IT Technician | QI Technical School
- Languages: English: Advanced Level (Excellent for corporate international tech meetings) | Spanish: Intermediate Level (LATAM support and client assistance)