Miguel Rico

IT Consultant | UEM · ITSM · Cybersecurity · Networks · Microsoft 365

Independent Consultant

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PROFESSIONAL PROFILE

Specialist in IT infrastructure management, UEM and ITSM, with over 14 years of experience in technology service management, endpoint management, cybersecurity, monitoring and automation. At G-BIZ I lead IT consulting and projects with Ivanti Neurons and ManageEngine solutions, applying ITIL and ISO standards to turn IT operations into business results.

KEY FIGURES

14+	15	4,800+	8+
Years of experience	Certifications	Endpoints in implementations	Years at G-BIZ

PROFESSIONAL EXPERIENCE

IT Consulting and Projects Manager

January 2024 — Present

G-BIZ S.A. de C.V.

I lead, strategically and operationally, the consulting practice and all of the company's technology projects, from presales and solution design to implementation, stabilisation and continuous improvement. I design, implement and optimise enterprise platforms based on Ivanti Neurons, ManageEngine and Microsoft 365, on Linux infrastructure with Nginx and MySQL, and drive ITSM, UEM, MDM and endpoint security initiatives for clients such as Bankaya, Hibrids, TeleVía, Alsea, SiVale, Alestra and La Comer. I implemented Microsoft 365 security solutions — Entra ID, Intune and DLP policies — with successful implementations in every case. I built and consolidated the Service Desk team and scaled the operation to an active client portfolio with service level agreements, control dashboards and executive reports. I led the end-to-end redesign of gbiz.mx: portfolio structure and content, SEO optimisation, new images and backgrounds per solution, and hardening of WordPress security. I prepare service proposals and IT audits aligned to ISO 27001 and act as principal technical advisor and escalation point for key accounts.

IT Projects and Services Consultant

July 2018 — January 2024

G-BIZ S.A. de C.V.

I built G-BIZ's implementation practice from its beginnings: I started as the engineer responsible for the Ivanti platform (LANDesk / Endpoint Manager) on the first accounts and scaled it into an operation with multiple active clients and a full Service Desk team that I built and led. I implemented end-to-end Ivanti Neurons solutions for UEM, ITSM, Patch Management and Remote Control, and ManageEngine Endpoint Central and ServiceDesk Plus, in organisations with more than 2,500 endpoints: scoping and design, mass agent deployment, security policies, patch automation, service catalogues, approval flows and executive dashboards. I administered Microsoft 365, Exchange Online, Entra ID and Intune at an advanced level, with full Dropbox-to-OneDrive migrations with version control and DLP policies. I developed several of these implementations together with fellow consultants during that period. I documented the operation with architecture diagrams, operations guides and level 1–3 support manuals, and delivered demos, workshops and knowledge transfer to clients and internal teams.

IT NOC Coordinator

May 2017 — June 2018

PeoplePower 4 IT · Grupo Danone

Supervision and coordination of the entire NOC Monitoring Centre nationwide for Grupo Danone, with 24/7 monitoring of the availability of telecommunications, servers, links, applications and corporate services. Detection and resolution of problems nationwide. Direct coordination of a team of 5 engineers specialised in networks, servers, applications and security, with incident, escalation and operational continuity management under ITIL methodology and critical SLA compliance. Implementation of monitoring, escalation and rapid-response processes, technical training to raise second-level support capability, and executive reports with performance metrics (KPIs, SLAs) for LATAM regional management.

IT NOC Engineer

October 2012 — May 2017

PeoplePower 4 IT · Grupo Danone

I monitored data links, LAN networks, server infrastructure, applications and databases with SolarWinds Orion, Nagios XI, iDashboards and Alignia BA. I administered Cisco switches and access points (VLANs, segmentation, trunking) under SNMP, analysed alerts, network saturation and service performance, and managed the availability of critical applications (SAP, WMS, QS3, FROG), validating the integrity of SQL and Oracle databases. I ran scheduled maintenance from VMware vSphere and fix installation with WSUS in coordination with IBM, handled 24/7 incidents on VPN, email, connectivity, Active Directory, BI and operational applications, and recorded incidents under ITIL, ensuring SLA compliance and continuous improvement.

Technical Support, Systems

January 2011 — February 2012

Artec S.A. de C.V.

I provided on-site and remote technical support in Windows, macOS and Linux environments, ensuring client operational continuity. I installed and maintained networks, structured cabling, CCTV systems and physical servers for enterprise clients and public entities, and coordinated the logistics and technical side of a national project with CFE, leading the installation of DWDM links and fibre optics at multiple sites.

Systems and Presales Engineer

June 2010 — January 2011

Sortix S.A. de C.V.

I delivered field IT projects, including installation and configuration of equipment, LAN networks, IP/analogue cameras and backup solutions. I implemented Voice over IP (VoIP) solutions, configured mail servers (Kerio Connect on Mac Xserve) and Windows Server migrations, provided on-site and remote support, administered Kaspersky antivirus and carried out internal systems audits.

Networks and Cabling Engineer — SSP Client

August 2008 — January 2009

Mainbit S.A. de C.V.

Installation of structured cabling and CCTV camera systems for the then Federal Police (PF) and the Ministry of Public Security (SSP), in sensitive government facilities. Installation and configuration of telecommunications services, wireless networks and network equipment (3Com: switches, access points and routers) in government offices. Specialised on-site and remote technical support to SSP users, with incident management (Altiris). Administration of the inventory of critical equipment and continuous operation of voice, data and connectivity services.

FEATURED PROJECTS AND CASES

Bankaya

Digital banking — UEM + Security + Patch automation

High-impact project: agent deployment, security policies, patch automation, Service Desk, executive reports and operations dashboards.

TeleVía

Transport and mobility — UEM + ITSM + Dashboards

Direct implementation of endpoint management and IT services solutions for a strategic account, with executive reports and operations dashboards.

Alsea

Retail and restaurants — UEM + Patch Management + Service Desk

Agent deployment, security policies and patch automation in a large-scale retail environment, with operations dashboards.

La Comer

Retail — ITSM + Service Desk + Executive reports

IT service management and service desk initiatives, with executive reports and control dashboards for the operation.

Hibrids

Managed services (MSP) — UEM + ITSM + MDM

Driving unified endpoint management, IT service management and mobile device management initiatives.

SiVale

Financial Services and Fintech — UEM + MDM + ITSM

Unified endpoint and mobile device management initiatives, aligned with IT service operations.

Alestra

Telecommunications — ITSM + UEM

IT service management and endpoint initiatives in a corporate telecommunications environment.

gbiz.mx

G-BIZ corporate website — Web development + SEO + Security

End-to-end redesign of G-BIZ's corporate web platform: service portfolio content architecture, technical and content SEO optimisation, visual identity renewal per solution, and hardening of the WordPress platform's security.

SKILLS

UEM / ITSM

Ivanti Neurons UEM · Ivanti Neurons ITSM · Ivanti Endpoint Manager · Ivanti Patch · Ivanti Xtraction · ManageEngine Endpoint Central · ManageEngine ServiceDesk Plus · ManageEngine MDM Plus · ServiceNow ITSM / CSM · Hexnode UEM

Microsoft 365 and identity

Microsoft 365 · Entra ID / Azure AD · Exchange Online · Intune · Teams · SharePoint · OneDrive · Active Directory

Security and EDR

CrowdStrike Falcon EDR · Kaspersky Endpoint Protection · ESET · Trend Micro · Symantec · Hardening Windows / Linux · ISO 27001 · ITIL

Networks, NOC and systems

Cisco (VLAN, trunking, SNMP) · SolarWinds Orion · Nagios XI · VMware vSphere · macOS · CCTV · VoIP

Infrastructure, servers and databases

Linux · Windows Server · Nginx · MySQL

CERTIFICATIONS

1. Ivanti Endpoint Manager Administrator — Ivanti (ID 52139092)
2. Ivanti Neurons for ITSM — Administrator — Ivanti
3. Ivanti Security Controls — Administrator — Ivanti
4. Ivanti Neurons — IT Analyst UEM — Ivanti (ID q8g2dy9tpf)
5. Ivanti Support Specialist — Advanced — Ivanti
6. Ivanti Support Specialist — Intermediate — Ivanti
7. Implementer Certified ISO 9001:2015 — Certjoin (ID jd0wkEawdF)
8. Implementer Certified ISO 20000 — Certjoin (ID RZ4XwIII1Z)
9. Implementer Certified ISO 27001:2022 — Certjoin (ID E0rGJaZvAq)
10. Implementer Certified ISO 42001:2022 — Certjoin (ID 7reBMoRepn)
11. Profesional en Ciberseguridad ISO/IEC 27032 — ERCA (ID 029B143F-484)
12. Desarrollo de Análisis de Impacto al Negocio (BIA) basado en ISO 22301 (ID 3765220620-0454)
13. Lean Six Sigma White Belt — Certiprof
14. Remote Worker — Certiprof
15. Scrum Foundations — Certiprof

EDUCATION

Technical Professional in Informatics — CONALEP Atizapán

2002 — 2005 · Professional licence: 4971016

Undergraduate studies — Instituto Leonardo Bravo A.C. — RVOE IPN

2006 — 2008

PROFESSIONAL TRAINING

- CrowdStrike Falcon — EDR — Endpoint detection and response (EDR)
- Kaspersky Endpoint Protection — Endpoint protection and EDR
- ESET · Trend Micro · Symantec — Antivirus and endpoint security
- ITIL V4 Foundations — Course — IT service management
- CCNA — 4 módulos — Cisco networking curriculum
- ServiceNow CSM — Customer Service Management Fundamentals and Implementation

LANGUAGES

- Spanish — Native
- English — Intermediate — technical understanding, documentation and support