

Universidad de Lima
Facultad de Ingeniería
Carrera de Ingeniería de Sistemas



EN CONSTANTE ADAPTACIÓN Y EVOLUCIÓN CON LAS TECNOLOGÍAS DE LA INFORMACIÓN

Trabajo de suficiencia profesional para optar el Título Profesional de Ingeniero de
Sistemas

Nestor Augusto Calderon Cardenas

Código 19910142

Asesor

Pedro Humberto Saravia Torres

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**IN CONSTANT ADAPTATION AND
EVOLUTION WITH INFORMATION
TECHNOLOGIES**

ABSTRACT

The present report gathers a significant part of my professional career developed over 28 years of continuous work in IT, either as a client employee or as a consultant in software provider companies. This trajectory began in Peru and continued in Mexico. Initially, I served clients or projects of top local companies and later transitioned to implementing regional projects in top global companies (as I currently do).

In the Technical Capacity section, I describe a series of projects I developed using billing software called Arbor Kenan, which is used in Telcos. I also explain how I had the opportunity and technical-functional ability to become a regional expert in managing this software. Similarly, I highlight my experiences in Peru with Tele2000, BellSouth, and Telefónica Movistar, as well as my experiences in Mexico with Maxcom using this software. Additionally, I include my experience in the Cloud world with the implementation of Oracle Field Service Cloud (OFSC) SaaS, of which I am currently a regional reference and one of the Cloud products I am currently implementing globally with Oracle.

In the Management Capacity section, I draw parallels between managing a Client-Server project from the client side and its differences against Cloud projects as a Software Provider. In the Client-Server part, I talk about my experience at Maxcom, where I developed this type of project the most while leading a stable team, and in the Cloud part, I narrate my experiences at my current employer, Oracle, where projects follow agile implementation methodologies with more horizontal organizational structures and specialized roles.

In the Continuous Learning section, I trace my journey from my first IT courses to the most recent ones. In my account, I have considered both Soft Skills and Technical courses. I have also added the certifications I currently hold.

In the Ethical Conduct section, I use ACM as a basis to relate my experience related to topics of ethical principles, professional responsibilities, and leadership principles. I also list the certifications I hold related to Ethics.

I conclude my report with the Lessons Learned, which have been enriched throughout my work and professional journey up to the present day.

Keywords: Arbor Kenan, Oracle, Consulting, Delivery, Billing, Cloud, Telco



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