

# CLAUDIO PALACIOS ECHEVARRÍA

Technology Manager | Infrastructure, Operations, and Security

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## ABOUT ME

Technology executive with over 30 years of experience in systems and more than 15 years leading infrastructure, operations, and cybersecurity for a mission-critical telematics platform. Co-founder of Samtech, where I built and scaled the technology area until its acquisition in 2024 by Vela (Constellation Software Inc., TSX), remaining in charge of technological direction and its integration with the international group's standards. I have a hybrid business-technical profile, combining business vision, team leadership, and budget management with solid technical expertise in databases, system development, and integration. My focus is on operational continuity, automation, and data exploitation for decision-making, currently incorporating cloud services in Microsoft Azure and applied artificial intelligence in operations. I seek to bring this experience to your team.

## WORK EXPERIENCE

Infrastructure, Operations, and Security Manager

Samtech S.A. (Grupo Vela - Constellation Software Inc.)

📅 2010 - Present | 15 yrs 10 mos 📍 Santiago

- Co-founder of the company (2007–2024), joined full-time executive management since November 2010 and subsequent sale of the stake as part of the acquisition, with comprehensive responsibility for availability, security, and technological evolution of the monitoring and control platform for mining, construction, ports, and transportation, operating in Chile and Colombia.
- Led a team of 7 people and managed an annual budget of approximately \$1.2 billion to support over 30,000 connected devices, around 800 clients, and more than 100 million daily transactions, multiple databases with sizes up to 5 TB, infrastructure of 170 servers (150 virtual and 20 physical) hosted in 2 top-tier data centers, in addition to Cloud services in Microsoft Azure and AWS, with segregated development, QA, and production environments.
- Participated in the technical due diligence process for the sale of the company to an international group (2024), providing and validating technological and architectural information required by the buyer in an operation that culminated with the acquisition of Samtech by Vela, a subsidiary of Constellation Software Inc. (TSX), ensuring the platform's alignment with the buyer's and group's requirements.
- Directed the technological platform that became one of the central assets of the transaction and sustained its post-acquisition scaling, increasing from 23,000 to 30,000 connected assets and from 600 to 800 clients, maintaining service continuity and operational quality without expanding the area's staff.
- Led the integration and technological migration processes with the controlling group and other Chilean companies acquired since 2024, including the transfer of collaboration and notification platforms to the Microsoft 365 ecosystem and the standardization of reporting processes among subsidiaries.
- Introduced and promoted the use of artificial intelligence assistants and agents in software development, data analysis, technical documentation, and operational support, reducing diagnosis and internal solution construction times, and driving the adoption of infrastructure and services associated with AI to enable these capabilities securely and aligned with business strategy.
- Designed and implemented a rules and scoring engine on SQL Server for automatic detection of GPS equipment tampering, with alerting and executive reporting, transforming a manual and reactive control into an autonomous 24/7 process and reducing the detection window from hours to minutes.
- Led integration with more than 100 services integrated into multiple systems and solutions, for mining, leasing companies, retail, and government entities. All to ensure compliance and security for our clients.
- Directed the modernization of the historical processing engine, migrating from monthly rotating databases to a consolidated repository, eliminating dynamic SQL, parameterizing queries, and incorporating window functions to reduce execution times, simplify maintenance, and close SQL injection vulnerabilities.
- Implemented automation and reporting processes using Power Automate, Azure Logic Apps, and SQL Server Agent for automatic report generation and dispatch to clients and ticket creation from email, freeing up recurring operational time for the team.
- Defined and managed the backup and recovery scheme (Veeam, Synology), access control, and permanent platform monitoring, ensuring the continuity of a critical 24/7 service without major impact incidents.
- Built the infrastructure, operations, and security area from its foundation, defining the architecture, work procedures, management controls, and business intelligence model that supports the operation and relationship with major accounts.
- Coordinated the operations, support, and systems teams, ensuring compliance with SLAs committed to internal and external clients.
- Planned and executed technological update projects for infrastructure platforms, aligning technical capabilities with business needs.
- Managed infrastructure, licensing, and external services budgets, optimizing resource use and operational efficiency.
- Evaluated, selected, and managed infrastructure and security service providers, ensuring service levels in line with platform and business requirements.

IT Manager

Davis Autos S.A.

📅 2002 - 2010 | 8 yrs 10 mos 📍 Santiago

- Led end-to-end IT operations as sole responsible for the IT area, supporting over 200 users across 3 branches and administering IT infrastructure, telecommunications, telephony systems, and the commission calculation process for all personnel.
- Developed and implemented an ASP-based intranet complementary to the Autopro2000 ERP, automating workshop controls and enhancing the management, accessibility, and quality of operational and management information.
- Automated the commission calculation process, eliminating manual tasks and reducing errors in incentive payment settlements for the organization.
- Chaired the Santiago branch joint committee for 3 years, driving accident control initiatives and implementing workplace improvements to support a safer and more efficient work environment.

Systems Manager

WorldCom Telecomunicaciones S.A.

📅 Dec 1996 - Jan 2002 📍 Santiago

- Developed applications and processes to control and monitor telephony data, client records, contracts, and billing information
- Directed and supervised sales operations, warehouse activities, inventory management, and technical support related to systems and IT processes
- Coordinated cross-functional workflows between sales, logistics, and IT to ensure accurate data flow for telephony, contracts, and billing
- Oversaw the implementation and maintenance of systems supporting client management, contract administration, and billing control
- Provided leadership and guidance to teams handling day-to-day systems operations, technical support, and IT-related process adherence

## EDUCATION

Civil Constructor (graduate)

Universidad Nacional Andrés Bello

📅 1997 📍 Santiago

1992 - 1997

## SKILLS

- Infrastructure, data centers, and virtualization

Experienced
- Operational continuity, backups, and DRP (Veeam, Synology)

Experienced
- Access management, monitoring, and platform security

Experienced
- Telematics, IoT, and GPS devices

Expert
- Team management, budgeting, and vendor management

Expert
- Technical due diligence and post-acquisition integration (M&A)

Experienced
- Applied artificial intelligence: assistants and agents

Experienced
- SQL Server T-SQL query optimization

Expert
- Business Intelligence Power BI dashboards

Experienced
- Automation Power Automate Azure Logic Apps

Skillful
- API REST / SOAP integrations

Experienced
- Development: ASP/VBScript, Visual Basic, .NET, Python

Experienced
- Microsoft Azure and cloud and hybrid architectures

Experienced
- Microsoft 365 IT vendor and contract management

Expert

## LANGUAGES

- Spanish

Superior/Native
- English

Intermediate

## LINKS

LinkedIn

linkedin.com/in/claudio-palacios-b82a2583

## COURSES

- Diploma in Business Intelligence, FEN, Universidad de Chile

📅 Jan 2019 - Jan 2019
- Drone Pilot (RPAS), Hdrones, Chile

📅 Jan 2019 - Jan 2019
- Operational Excellence in Processes, EMB Seminars

📅 Jan 2014 - Jan 2014

## HOBBIES

Sports and adventure, radio-controlled modeling, technology and electronics

## PERSONAL DETAILS

Date of birth

16 Nov 1973

Nationality

Chilean