



**Rodolfo Andrés Iglesias
Cabrera**
IT Professional and Educator

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Professional Experience

Customer Enablement Program Manager (Riverbed Technology) Dec 2020 – Sep 2025

Designed, produced and promoted a 60-hour technical learning catalog and certification program for the Riverbed Platform, focusing on customer success, value extraction and business growth. Coordinated a team of professional learning designers and supporting organizations to shape an engaging e-learning experience end to end, leading to a record increase in active users, course completions and issued certifications.

Lead Professional Services Consultant (Riverbed Technology) Jul 2010 - Dec 2020

Implemented, applied and trained users on the Riverbed Performance Management suite of solutions to address customer business objectives across several major accounts and projects, engaging directly with highly technical staff, as well as middle and upper customer management.

Provisioning and Reporting Analyst (Colombia Telecommunicaciones) Dec 2004 - Aug 2008

Designed and delivered complete business intelligence reports for Sales and Customer Service, to support management decision-making in regional and national Telecommunication markets.

Skills

Languages	English (Native level), Spanish (Native)
Communication	Public speaking, live training delivery, copywriting for training and marketing/promotion.
Performance Management	Advanced implementation and business application of Unified Observability solutions by Riverbed: Aternity, APM, AppResponse, IQ, Portal
Instructional Design	Modular curriculum and course design at scale, for e-learning and live delivery
Content Creation	E-learning authoring of SCORM interactive content, end-to-end video creation and hands-on lab design and testing. Specific tools: Camtasia, Audiate, Acrobat, PowerPoint, iSpring.
Learning Management Systems	Learning experience design and delivery via Docebo, Litmos
Staff Management	Coordination of expert instructional designers and authors, process building, team motivation building, team upskilling and tool researching/sourcing
Project Management	MS Project (web), Planner
Data analysis / reporting	Power BI, MS Excel, MS Access
Web Design	HTML5, CSS
Automation / Integration	Custom applications via APIs, MS Office VBA, PowerApps, Postman
Code Programming	Python, Visual Basic for Applications (advanced macro apps), PowerShell

Education

Master of Science (MS), Telecommunications	University of Maryland (College Park, MD)	2010
Marketing Specialist	Universidad del Norte (Colombia)	2008
Graduate, Electrical Engineering (5-yr program)	Universidad del Norte (Colombia)	2005

Work Samples

Curriculum and Learning Plan implementation

Aternity EUEM Core
Learning plan

Description
This learning plan contains the official Aternity EUEM Core courses (Introduction, Operation and Administration), and the Aternity Core Professional Certification Exam.

Course List
5 E-learning | 12h 20m average time

 Aternity EUEM Core: Introduction Mandatory EN E-learning 50m 00s 1 of 7 modules completed	RESUME
 Aternity EUEM Core: Operation Mandatory EN E-learning 4h 30m 1 of 26 modules completed	RESUME
<p>Make the most out of essential Aternity EUEM functionality! Through this course, you will understand how Aternity EUEM supports the observability and performance management processes via powerful triage and analysis capabilities, as well as proactive detection of issues. Explore the extensive data and workflows enabled by the...</p> <p>Show more ▾</p>	
 Aternity EUEM Core: Administration Mandatory EN E-learning 4h 30m 1 of 21 modules completed	RESUME
 Aternity EUEM Core: Certification Exam Mandatory EN E-learning 1h 30m Course completed	RETAKE
 Aternity EUEM Core: Operation Exam Optional EN E-learning 1h 00m 1 of 2 modules completed	RESUME

Progress
1 of 5 courses completed
In 30m of 12h 20m

Keep learning from
 Aternity EUEM Core: Introduction
EN | E-learning | 50m 00s

[RESUME TRAINING](#)

Learning plan details
Average completion time: 12 hours 20 minutes
Time to complete: Unlimited access
Learning plan ID: 1

Promotional Brochure design

riverbed® Academy PROGRAM BROCHURE

Riverbed Academy
Learning and Certification

The Riverbed Academy learning and Certification program empowers learners to deploy, configure and apply Riverbed solutions to day-to-day use cases that are relevant to your business. Become a certified operator and administrator to make the most of your essential Riverbed solutions in no time.

 **Riverbed Academy Methodology**
Riverbed Academy courses are structured into **modular activities**, to allow easy self-paced progression. Activities may be completed as **interactive lessons**, **video demonstrations**, or **hands-on labs**. Each learning plan includes an optional exam assessment of its contents, to earn your solution Certification.

 **Learning Objectives**
Each Riverbed Academy learning plan will:

- Provide a solution **introduction** for newcomers and managers.
- Empower operators to apply Riverbed solutions in common and advanced use cases.
- Help administrators design and deploy Riverbed solutions with key features to maximize value for IT management and your business.

 **Learning Plans At A Glance**

Core level: Apply day-to-day use cases	Coming 2025-Q1
AppResponse NetProfiler NetIM Aternity Acceleration IQ	

Advanced level: Advanced and targeted use cases (Coming in 2025)
AppResponse NetProfiler NetIM Aternity Acceleration IQ

More Information
For more information about Riverbed Academy and additional available learning, please visit [education.riverbed.com](#).

riverbed
Riverbed, the leader in AI observability, helps organizations optimize their user experience by leveraging AI technology to predict, identify, and troubleshoot over 20 types of dependencies in data centers and AI and machine learning environments. Riverbed's open and transparent observability, detection, and solutions optimize digital experiences and greatly improve IT efficiency. Riverbed also offers industry-leading Acceleration solutions that provide fast, agile, and secure access to data and applications. Riverbed is a market leader in the market, helping customers globally – including 95% of the FORTUNE 100 – who are empowering next-generation digital experiences. Learn more at [riverbed.com](#).

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Enablement Performance PowerBI implementation

