



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 Telecomunicaciones) 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

0 of 7 modules completed

RESUME

Aternity EUEM Core: Operation

Mandatory | EN | E-learning | 4h 30m

0 of 26 modules completed

RESUME

Aternity EUEM Core: Administration

Mandatory | EN | E-learning | 4h 30m

0 of 21 modules completed

RESUME

Aternity EUEM Core: Certification Exam

Mandatory | EN | E-learning | 1h 30m

Course completed

RETAKES

Aternity EUEM Core: Operation Exam

Optional | EN | E-learning | 1h 00m

0 of 2 modules completed

RESUME

Progress

1 of 5 courses completed

1h 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

Recent Training Activity

Last 30 days

72
Accounts in Training

172
Users in Training

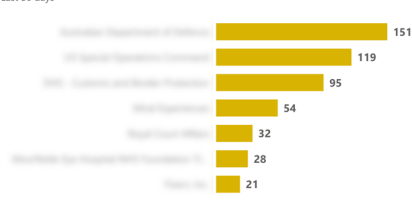
12
Certifications

717
Hours in Training

98 %
Favorability

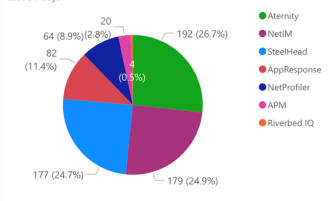
Top 7 Accounts by Training Time (hours)

Last 30 days



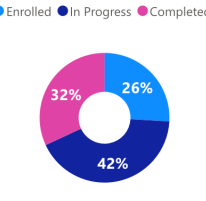
Total Training Time (hours) by Solution

Last 30 days



Course Enrollment Status

Enrolled In Progress Completed



The Riverbed Academy Launch

In Numbers

Migration date: March 28, 2024

307
Migrated Customer Accounts

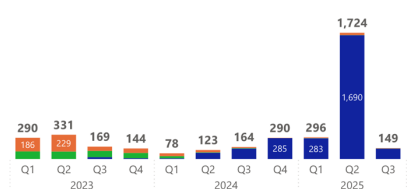
1,334
Migrated Users

2,075
Active Users

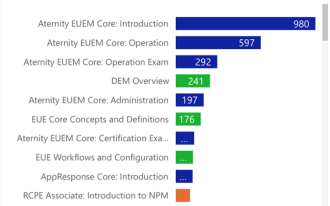
329
Active Customer Accounts

Timeline: Historic Course Completions (2023 - Present)

Training Program Riverbed Academy DX Academy RCPE

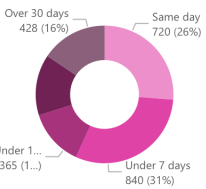


Historic Completions by Course (2023 - Present)



Completion Time Breakdown

Over 30 days Same day Under 7 days Under 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

AppResponse NetIM Aternity Acceleration IQ

Advanced level: Advanced and targeted use cases (Training in 2024)

AppResponse NetIM NetIM Aternity Acceleration IQ

More Information

For more information about Riverbed Academy and additional available learning, please visit education.riverbed.com.

Riverbed, the leader in AI observability, helps organizations optimize their users' experiences by leveraging AI automation for the prevention, identification, and resolution of IT issues. With over 20 years of experience in data collection and AI and machine learning, Riverbed's open and AI-powered observability platform and solutions address digital experiences and directly improve IT efficiency. Riverbed also offers leading-edge automation solutions that provide fast, agile, secure automation in any size, from any network, to any environment. Together with the Riverbed's market-leading customers globally - including 98% of the FORTUNE 100 - we are empowering next-generation digital experiences. Learn more at riverbed.com.

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Enablement Performance PowerBI implementation

The dashboards provide a comprehensive overview of the training program's performance. Key metrics include:

- Recent Training Activity:** 72 Accounts in Training, 172 Users in Training, 12 Certifications, 717 Hours in Training, 98% Favorability.
- Top 7 Accounts by Training Time (hours):** Account 1 (151h), Account 2 (119h), Account 3 (95h), Account 4 (54h), Account 5 (32h), Account 6 (28h), Account 7 (21h).
- Total Training Time (hours) by Solution:** Aternity (192h, 26.7%), NetIM (177h, 24.7%), SteelHead (179h, 24.9%), AppResponse (82h, 11.4%), NetProfiler (64h, 8.9%), APM (20h, 2.8%), Riverbed IQ (4h, 0.5%).
- Course Enrollment Status:** 32% Enrolled, 26% In Progress, 42% Completed.
- The Riverbed Academy Launch:** Migration date: March 28, 2024. 307 Migrated Customer Accounts, 1,334 Migrated Users, 2,075 Active Users, 329 Active Customer Accounts.
- Timeline: Historic Course Completions (2023 - Present):** Shows completions for Riverbed Academy, DX Academy, and RCPE across quarters from 2023 to 2025.
- Historic Completions by Course (2023 - Present):** Aternity EUEM Core: Introduction (980), Aternity EUEM Core: Operation (597), Aternity EUEM Core: Operation Exam (292), DEM Overview (241), Aternity EUEM Core: Administration (197), EUE Core Concepts and Definitions (176), Aternity EUEM Core: Certification Exam (149), EUE Workflows and Configuration (123), AppResponse Core: Introduction (78), RCPE Associate: Introduction to NPM (329).
- Completion Time Breakdown:** 16% Over 30 days, 26% Same day, 31% Under 7 days, 27% Under 1...