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HIGHLIGHT

A Technology Professional experienced in Linux and Windows Systems Administration, WAN and LAN Network Management, Network Security, Software Development, and Technical Consulting. I am a self-directed learner, team player, and a result oriented professional with positive mindset, ready to bring my years of experience and skills to your organization.

EDUCATION

University Francisco Marroquin "UFM"
Bachelor of Engineering (BEng), Computer and Information Sciences and Support Services
Faculty of Business and Information Technology
Computer Programmer | System Analyst | System Engineer
I finished my studies in Guatemala City, and got a Bachelor's Degree from University Francisco Marroquin, one of the most prestigious universities

Certifications:
Microsoft Certified Professional (MCSE exams), 2002-2003 Toronto Pearson & VUE Academies
Routers Cisco Installer & Configuration, Mexico City
Ansible Courses (Online @ Udemy 2018)
Linux/Unix Certified, Guatemala City
CompTIA A+ Certificate, 2002-2003 Toronto Pearson & VUE Academies
Systems Analyst, UFM Guatemala City
Agile Training (Feb 2012). From the Ministry of Health and Long-Term Care, Government of Ontario
Use Case Modeling (July 2011). From the Ministry of Health and Long-Term Care, Government of Ontario

General Courses:
Installation and configuration of NEWBRIDGE, MARTIS Multiplexors & Modems
Cisco Routers Installer, Mexico DF, Mexico
Motorola Routers Installer, SetCom
Designing of WAN and LAN networks and structured wiring
Ansible Configuration, Management and Deployment for Linux Systems
Quality Energy courses
Auditing and Security System Control, IBM
Communication Protocols Courses
Network Security
UNIX/Linux and TCP/IP, Taos Mountain Software
Data Bases and CASE Software Generator, Taos Mountain Software
Human Relations and Public Speaking, Dale Carnegie Academy
Structured Cabling and RF Connectors HELIAX and BELDEN
Correcting worker challenges, Association of Managers School (AGG)

WORK HISTORY

April 2021 – Present Day
Job/Title: IT Service Desk – Client Support Specialist, The Minto Group, Toronto, ON.
- Provide IT service and technical support to approximately 1200 clients
- Field incoming IT support requests; triage, classification and assignment
- Resolve IT support requests
- Maintain accurate and detailed service records
- Escalate advanced cases to functional IT groups
- Use of diagnostic and troubleshooting tools and utilities
- Perform system testing and updates

- Perform hands-on fixes at the workstation level
- Perform Hardware/Software installs and upgrades
- Perform preventative maintenance on desktop systems
- Desktop replacements including full profile transition
- Develop and maintain IT Knowledge Base and FAQs
- Hardware and software asset management
- Service delivery in alignment with Service Level Objectives to manage end-user expectations
- Work with IT functional teams in a supportive or collaborative capacity
- Work directly with 3rd party vendors and support teams.

Technical Knowledge & Experience
- Experience and comprehensive knowledge with Windows 10
- Experience with Microsoft Office suites
- Experience Microsoft server operating systems
- Experience working with Active Directory environment
- Experience configuring and troubleshooting advanced computing hardware such as Switches, Routers and Servers
- Experience configuring, troubleshooting mobile devices such as Smart Phones and Tablets
- Experience with Citrix and VDI an asset

Soft Skills and Experience
- Ability to effectively prioritize and execute tasks in a demanding environment
- Ability to work in a team-oriented, collaborative environment
- Exceptional customer service orientation
- Exceptional written and oral communication skills
- Exceptional interpersonal skills, with a focus on rapport-building, listening and questioning skills
- Ability to conduct research into a wide range of computing issues
- Strong documentation skills
- Strong touch typing skills
- Fluent English (French would be considered an asset)

Personal Attributes
- Proven analytical and problem-solving abilities.
- Highly self-motivated and directed.
- Able to work under minimal supervision and make quick effective decisions
- Ability to absorb and retain information quickly.
- Ability to present ideas comfortably in a user-friendly, business-friendly and technical language.
- Keen attention to detail.

January 2013 – April 2021
Job/Title: IT Technical Support - Integri Consulting Inc., Toronto, ON.
IT Technical Support part time
- Responsible for troubleshooting and installation of Hardware and Software
- Equipment purchases (printers and monitors)
- Backup, image and restoring data
- Upgrading skills in ANSIBLE, and Cloud Technologies Microsoft Azure, Amazon Web Services, and Digital Ocean

September 2019 – December 2019
Job/Title: IT Service Desk – Client Support Specialist, The Minto Group, Toronto, ON.
Job Description and Responsibilities:
- Working at Minto central office in a face paced team environment, using Windows 10 and a variety of branded printers/scanners, audio visual conference rooms, and mobile telephony for approximately 1200 clients. Environment was distributed throughout Toronto (including headquarters), Ottawa, and in the State of Florida. Reported directly to the Service Desk Team Lead. My role was to ensure proper computer operations for the clients

in Canada and the US, including Incident reports, service requests, and problem resolution for the IT infrastructure in a Windows Domain Controller environment and Virtual Environment through Citrix and VDI

- Provide service and technical support to approximately 1200 clients geographically dispersed in Canada and the U.S.
- Escalate problems (when required) to the Service Desk Team Lead
- Record, track and document the IT request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution
- Apply diagnostic utilities to aid in troubleshooting
- Access software updates, drivers, knowledge bases, and FAQ resources on the Internet/Intranet to aid in problem resolution
- Re-image Windows 10 new computers systems, and installing software as require by the users in the company, following internal policies and security procedures
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications
- Perform preventative maintenance on desktop systems
- Test fixes to ensure problem has been adequately resolved
- Develop IT Knowledge Base and FAQ lists for end users
- Update Asset Management System to reflect current environment
- Reinforce internal Service Level Objectives to manage end-user expectations
- Work directly with Senior Management to recommend technology solutions
- Work with the Infrastructure and Business Systems teams in a support or collaboration capacity

May 2017 - May 2018
Job/Title: System & Network Administrator - First Global Data, Toronto, ON.
Job Description and Responsibilities:

- Linux and Windows servers installation, administration, and troubleshooting in both virtual and physical environments. Used Ansible as a configuration management tool and virtual environments through a type 2 hypervisor VMWare. I had a few VM hosts that I maintained and performed troubleshooting on a daily basis
- Install new physical Linux Servers in CentriLogic colocation data center, to ensure they can be reached by developers remotely in India, LA, and South America, or locally by Sales, Marketing, and other local teams
- Keep and maintain an Emergency Recovery Plan in case of failure that we build using cloud infrastructure on DigitalOcean droplets
- Manage Windows desktops (Win10, and Win7) in a Domain Controller, and MAC laptops for Marketing and Design
- Maintain and support company's existing IT network infrastructure and phone system (PBX, VOIP)
- Maintain and change firewall policies to grant or deny access to the network resources
- Participate in Move to Production nights or early mornings, working together with teams around the world
- Using VIM editor to tweak the Linux systems settings and creating bash scripts to do daily maintenance on servers
- Connect remotely to servers using SSH or RDP/MSTSC, or VNC
- Configure CISCO VoIP telephones systems, and Asterisk System that manages all the telephone communication in the company, including conference rooms for communication around the world
- Provided cellular phones, and communication to international workers for the company
- Maintain the web environment by identifying system requirements, creating new web sites through modification of Domain Names, and providing TCP IP addressing
- Patching and installing security upgrades and monitoring system performance using Nagios
- Control and distribute software and apps for the users in the company, using a perpetual licensing or subscription base
- Provide technical assistance remotely to our worldwide offices, with the Toronto office as the central hub
- Research, purchase, implement, maintain, and track hardware and software
- Perform database and systems backups, and keep the recovery procedures updated
- Provide advanced troubleshooting skills and assistance to end users (Apple, Windows, and Linux)
- Liaise and manage IT vendors when necessary
- Create and update documentation of knowledge base, standard processes and procedures

- Physical moves and new setups as required for company expansions, hiring contractors to conditioning and preparing new working areas or offices. Maintain and supervise the structured cabling in the server room, offices, and employee's desks
- Administer and securing the Wireless Access Network in the company, through the installation and maintenance of a few Access Points in different floors of the building

2011 - 2012
Job/Title: Programmer Analyst, Contract - Ministry of Health & Long-Term Care
Job Description and Responsibilities:

- Software developer, analyst, and designer, using HTML, CSS, JavaScript, and Microsoft SharePoint 2007 & 2010, Linux open source technologies (scripting using sed, awk, vim and bash) to implement web solutions. Everyday use of SharePoint Designer, Workflow Designer, and Visual Studio in the creation and maintenance of websites
- Gathered requirements alongside the Business Analyst and team members
- Configured, developed and enhanced web applications, and system solutions to align with the CSS "Corporate System Services" and operational plan to meet the needs of clients and stakeholders. Interpreting various government standards, policies, and procedures and incorporating them as requirements
- Worked within a large project team with a number of clients/stakeholders (approximately 20 people in all). Followed an SDLC (Systems Development Life Cycle) process. Worked with high-performance waterfall-agile (hybrid) teams, where effective communication and documentation were vital to our success
- Researched new methodologies and trends in Microsoft SharePoint, general development and architecture, security and risks/threats, and QA methods
- Migrated data from different sources, i.e., Lotus Notes Servers, ASCII files, Tabular/Structured Files, etc. Applied the best solutions to manipulate the data and fit the data into the new site designs
- Documented user procedures as required
- QA, testing, and debugging. Also ensured the systems were secure and met authentication and authorization standards and requirements
- Applied knowledge of project management methodologies, and change management, based on ITIL and PMP principles

April - May 2011
Job/Title: Elections Canada Technical Support - Government of Canada

- Deploy windows and applications as needed
- Setting up the election's office, continuous maintenance and troubleshooting for the elections office staff and training team (before and during), and taking down after the elections

2008
Job/Title: Database Tech Support - Bantrel/Bechtel, Edmonton, AB.

- Database managing system tech support, maintaining and troubleshooting the database using SQL queries and other tools (MS and Linux scripting), also using Microsoft Excel and Access to sort, distribute and present the information to the managers and users in the company. Installed firewalls and modified Windows Security Policies to meet company requirements

2005 - 2007
Job/Title: Tech Support Representative - Dell Canada, Edmonton, AB.

2003 - 2005
Job/Title: Freelancer IT Support, Toronto, ON.

TECHNOLOGIES I HAVE EXPERIENCE WITH

ANSIBLE Management Deployment Tool
AWS and Digital Ocean containers
Apache, Nginx, Tomcat
Axure RP Wireframing
Backups with DAS/NAS/SAN or Local Disks
Bash Linux Tools
Bash Scripting
Communication Protocols
Cross-Platform OS Compatibility
Electronics and Electricity
GIT Versioning Control
HTML5/CSS3 for web development
JavaScript/jQuery for web development
LAMP, WAMP
MAC Apple OS Troubleshooting
Microsoft Active Directory, ACLs on OU
Microsoft Cloud Azure
Microsoft Office, Visio, Sketch
Microsoft Windows Servers 2003/2008/2012
MySQL and MSQL Databases
Network Topologies
PBX Telephony and VoIP
Photoshop / Illustrator
Power, Voice and Data Wiring
RHEL, CentOS, Ubuntu Servers
Routers and Firewalls
SQL Query Language
SharePoint
Software and Hardware Security
Solid working experience with VIM, grep, awk, sed, find, etc.
Structured Cabling
TCP/IP v4/v6
VMWare and Hyper-V
Windows, Linux and MAC desktop and laptops as a Client
WordPress CMS

HOBBIES, SPORTS AND SOME OF MY FAVOURITE IT REFERENCES
Sunday school teacher for Grades 1–5
Studio helper at Moksha Yoga Markham
Markham Aquatic Club parent volunteer
Avid sportsman: Running, Yoga, Swimming, Soccer, Baseball
IT Magazines: 2600 hacker quarterly, Linux Pro, Linux User, Admin Magazine

REFERENCES AVAILABLE UPON REQUEST