

## INFORMATION TECHNOLOGY PROFESSIONAL

IT professional with proven expertise in supporting and optimizing performance of workstations, peripherals, operating systems, networks, systems, hardware, and software; including installation, configuration, and preventive maintenance. Resolving network connectivity issues. Providing service focused technical support - both remote and/or onsite - to achieve effective troubleshooting, efficient resolution of issues, and maximum customer satisfaction. Completing projects on schedule. Exceptional communication skills. Able to quickly grasp and adapt to new concepts, technologies, and environments.

### EXPERIENCE

#### **SYSTEMS ENGINEER:** DataRemote (Miami, FL), April 2017 – Present

Designed systems configuration and documentation, carried out systems installations, and enforced systems standards. Secured network system by establishing and enforcing policies; defining and monitoring access. Accomplished information systems and organization mission by completing related results as needed. Troubleshooting of network problems and outages, scheduling upgrades, collaborating with other engineers on network optimization. Setting up network devices and services such as firewalls, VPN, and QoS. Design of new storage servers and domain controllers. Monitored infrastructure network utilizing Observium. Developed and maintained high availability systems in multiple remote locations. Deployed system upgrades and integration activities in support of future systems. Provided guidance and work leadership to lesser experienced systems engineers. Rolled out release changes to production environments. Designed, and developed implementation of physical and virtual security systems of the Infrastructure. Migrated servers from DataCenter to AWS Cloud (EC2, VPC and Route 53). Implemented a Software Control System (GitLab) improving the team effectiveness.

#### **IT TECHNICAL SUPPORT:** C2Hosting (Miami, FL), Jan 2016 – April 2017

Worked with users having data connection issues. Maintained corporate WAN for three separate locations, supporting over two hundred users. Maintained network printers and workstation connections, installed software, performed hardware and software upgrades. Installed and configured Cisco switches. Established and managed user G-Suit accounts. Executed G-Suit data and user's migration. Diagnosed and resolved service-related issues on Windows/Apple platforms. Established network and e-mail connectivity, password authorization, and service authentication. Remotely supported clients' issues and installed software via Remote Desktop Connection and TeamViewer. Designed and implemented a Distributed File System (DFS) network between multiple servers providing data migration, increasing availability and load sharing. Setup of a FreeNAS server. Worked on Windows Servers upgrades and SQL data migration. Carry out cable management and power balance on the Data Center rack. Microsoft Dynamics upgrades and administration. Network monitoring and Inventory management with Spiceworks. Clearing DNS tables and Active Directory management. Manage Microsoft Hyper-V replications and failover between servers. Deployment of Ubiquiti networks. Experience on AWS platform and its dimensions of scalability including S3 buckets and EC2 instances.

#### **IT TECHNICIAN:** Thinkbox Technologies (Miami, FL), Feb 2015 – Jan 2016

Supported twenty-nine Lawyers firms and two Restaurants. Managed a total of one hundred and ninety-four users. Carried out diverse skilled activities involving the repair and maintenance of equipment and facilities. Worked with diverse machines and equipment, such as hand and power tools, and drill presses saws in carrying out maintenance and repair tasks. Built, maintained, monitored and deployed Microsoft Server 2003, 2008, 2011 and 2012 R2, (total of

15 servers) Exchange 2010 and 2013 (total of 5 servers). Setup of two Cloud Systems using Owncloud platform. Four migrations from Microsoft Server 2003 to MS 2008. One migration from Exchange 2007 to ME 2010. Migration from Network Solutions Hosting to Google Apps (95 users). Migration from MS 2003 Terminal Server to MS 2008 (five licenses). Setup and network configuration of Ricoh, Brother, HP and Canon copiers/printers. Virtualization of station and servers using VmWare, VirtualBox or Hyper-V. Participated on more than ten projects. Dell SonicWALL firewalls monitoring, analyzing and troubleshooting of the network traffic, create VPN's and NAT tables. Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support. Maintained customer relations via phone or in person with various customers' users and personnel. Deployed and supported Polycom VoIP phones. Troubleshot and resolve helpdesk tickets using JitBit CRM from clients. Setup iPhones, and tablets. Setup of a Finger Print clocking system.

## EDUCATION

**INFORMATION TECHNOLOGY PROFESSIONAL:** The Academy of South Florida  
(Miami, FL), Jan 2015 – Jan 2017

Prepared with the skills necessary for the design, implementation and administration of the Microsoft Windows 2012 Server Infrastructure and the administration of Cisco Hardware. Trained for obtain the (MCSA) Microsoft Certified Solutions Associate, the (MCSE) Microsoft Certified Solutions Expert certification and the Cisco Certified Network Associate (CCNA) certifications.

**INTERMEDIATE TECHNICIAN IN INFORMATION TECHNOLOGY:** Raul Cepero  
Bonilla (Havana, CU), Sep 2008 – Jul 2011

Complete or oversee activities designed to provide support for either a microcomputer or mainframe-computing environment. Install and maintain computer and wireless networks. Troubleshoot hardware and software problems. Create software applications (C++). Manage databases (SQL and Python). Develop Web pages (Dreamweaver, HTML and CSS).

## CERTIFICATIONS

- ✓ CCNA. Cisco Certified Network Administrator
- ✓ MCP and MCSA. Microsoft Certified Systems Administrator
- ✓ A+, N+ and CIOS Certified Professional. CompTIA
- ✓ Diploma in E-Business. ALISON
- ✓ Certified Server Administrator and Hardware Associate. Technology Incubation Center CIU
- ✓ Computer Hardware Technician. National Computer Science Academy
- ✓ Diploma in Audiovisual Media. La Salle University

## SKILLS

- ✓ VIRTUALIZATION: VMware, Hyper-V and VirtualBox.
- ✓ NETWORKING: Wireshark, DNS, VPN, DHCP, Active Directory, Group Policy, DFS.
- ✓ SECURITY: McAfee, Norton, AVG, Avira, Kaspersky, TrendMicro, Windows Defender.
- ✓ HARDWARE: Routers, Firewalls, Hubs, Switches, Copiers, PC's and Mac's.
- ✓ HOSTING: Microsoft Exchange 2010 and 2013. G-Suit, Network Solutions, GoDaddy, Arvixe.
- ✓ CLOUD: Microsoft Azure and Amazon Web Services.
- ✓ SOFTWARE: Aderant Total Office Case Management, WordPerfect Office Suite, Microsoft Office 2007, 2010, 2013, 2016 and Office 365. Intuit QuickBooks, Tabs, ProDoc, EaseUS Todo Backup, Number Cruncher, BestCase, Adobe Suite, Acronis Suite, Veeam.
- ✓ OPERATIVE SYSTEMS: Microsoft Windows 98, XP, Vista, 7, 8.1 and 10; Microsoft Server 2000, 2003, 2008R2, 2012R2, 2016. Debian, Ubuntu and CentOS. OS X Maverick, El Capitan and Sierra. Android and iOS.