

# JUAN FRANCISCO LUGO

## CONTACT

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## EDUCATION

### 2018 MBA, Master of Business Administration.

Instituto Tecnológico Y De Estudios Superiores De Monterrey.  
Mexico

### 2021 Cybersecurity / Data privacy Certification.

NextEra Energy

### 2019 IT Support Engineer Certification

DELL EMC

### 2008 English Language

Immigrant Services Society Language College Of British Columbia . Vancouver, Canada

### 2007 Industrial Engineering

Universidad De Occidente .Mexico

### 2000 IT Technician

Centro De Estudios Técnicos Computacionales. Mexico

## SKILLS

- SQL (DATA ANALYSIS)
- PYTHON (DATA ANALYSIS)
- IT SERVICE DESK
- IT SERVICE MANAGER
- CYBERSECURITY
- POWER BI
- VIRTUALIZATION
- ACCOUNTABILITY
- ADAPTABILITY
- CONTINUOUS LEARNING
- CUSTOMER SERVICE
- EFFECTIVE COMMUNICATION
- HARDWARE DEPLOYMENT
- HARDWARE TROUBLESHOOTING
- NETWORK TROUBLESHOOTING
- PROBLEM-SOLVING
- SELF-STARTER
- STRONG TIME MANAGEMENT
- TECHNICAL WRITING

## ABILITIES + YEARS

CODING (currently learning) | 3

COLLABORATION TOOLS | 10

GRAPHIC DESIGN | 6

MOBILE DEVICE SUPPORT | 10

SOCIAL MEDIA MANAGEMENT| 10

TEAM MANAGEMENT | 10

WEBSITE DEVELOPMENT (currently learning) | 3

## LANGUAGES

SPANISH NATIVE

ENGLISH TOEFL C1 PROFESSIONAL

## EXPERIENCE

### CONSULTANT, DATA SPECIALIST

 QUANTUM ANALYTICS MEXICO

MAY 2020 – Current

The business consultancy "Tailored Made" is a branch with more than three years of experience for a select group of companies in which I serve as a specialist in finance and data analysis. Group made up of a small group of scientists specialized in finance, information technology, and data analysis.

Empowering companies to execute the best decision-making plan at the right moment improving efficiency, enhancing customer experiences, and managing risks by interpreting complex data sets

### MANAGEMENT ASSISTANT

 FLORIDA POWER & LIGHT

JUL 2021 – JUL 2023, REMOTE

Strong understanding of both IT asset management and purchasing logistics within a large-scale energy company. Committed to ethical practices and the safeguarding of sensitive information.

Developing and maintaining a robust and dynamic training program for IT Asset Managers, covering key aspects of IT Asset Management, compliance, and best practices. Skilled in creating engaging and informative training materials, designing and updating training curricula.

Worked in IT Asset Management (ITAM) and proficient in various software and tools, such as ServiceNow, Zoho Asset Management.

Developed and executed data cleansing activities, enhancing data integrity by 60% and enabling more accurate asset reporting.

Managed IT asset lifecycle, optimizing utilization and value, leading to a decrease in technology expenditure by 30%.

## EXPERIENCE

### MANAGEMENT ASSISTANT (PART 2) FLORIDA POWER & LIGHT JUL 2021 – JUL 2023, REMOTE

#### *IT Asset Manager:*

Led a team of 5 in achieving 99% compliance in software asset management, minimizing risk of license fines and penalties by 80%. Implemented ITIL asset management best practices, reducing excess software purchases by 45% annually.

#### *IT Asset Analyst:*

Streamlined data input process for asset tracking, improving data accuracy by 40%. Facilitated and maintained accurate and compatible asset database, supporting business departments in strategic decision-making. Conducted comprehensive audits of IT equipment, assuring 100% accountability of all assets.

Focused coursework in IT, Operations Management, and Data Analysis.

**Purchasing Management:** Assisted in executing purchase requisitions, supervising stock levels of equipment and tools, and determining purchase needs based on business requirements.

**Order Tracking:** Ensured adherence to purchasing logistics by tracking orders and supervising the logistics of purchase deliveries.

**Asset Withdrawals & Renewals:** Managed the withdrawal and renewal of assets, including computer equipment and hardware. Oversaw technical channeling for repairs to recycling based on the equipment's ability to meet the company's Cyber Security demands.

**Ethics & Confidentiality:** Upheld respect, ethics, and honesty in safeguarding user information across all levels, from administrative to full energy production and scientific research projects.

## EXPERIENCE

### DATA ENGINEER NIPPON TELEGRAPH AND TELEPHONE MAY 2019 - JULY 2021 CULIACAN, MEXICO

Strong ability to provide comprehensive technical support, from server assembly to workstation solutions. Commitment to ethical practices in handling sensitive information, especially in scientific research projects.

**Technical Support:** Provided personalized and world-class support to companies receiving any type of technical support from Dell EMC.

**Server Assembly & Workstation Solutions:** Handled tasks ranging from server assembly to simple workstation solutions, networks, and any type of activity working under a domain network managed by Nippon Telegraph and Telephone.

**Scientific Research Support:** Managed equipment mostly used in scientific research projects, ensuring the safeguarding of sensitive information.

**Ethics & Confidentiality:** Upheld the precepts of respect and honesty in handling user information across all equipment.

### IT MANAGER

#### CALIENTE CASINO

#### AUGUST 2014 - AUGUST 2015 CULIACAN, MEXICO

Strong skills in managing IT resources, warehouse management, and cost analysis. Ability to perform under high commercial demand.

**IT Resource Management:** Managed all IT resources of the company, including planning and installation of projects, coordinating maintenance strategies, and providing support.

**Warehouse Management:** Controlled the regional warehouse of consumables and spare parts, and handled national shipments.

**Purchasing & Cost Analysis:** Responsible for purchases and cost analysis of materials and devices required for proper maintenance and control of systems. Aimed to minimize costs of repairs or replacements caused by equipment breakdown.

**High Demand Support:** Carried out activities in times of high commercial demand or in extraordinary tasks.

## EXPERIENCE

### IT SUPPORT ENGINEER CALIENTE CASINO MAY 2011 - MAY 2014 CULIACAN, MEXICO

Wide range of skills from structured cabling to equipment diagnosis and maintenance. Ability to provide high-quality technical support and commitment to service excellence.

**Structured Cabling:** Supervised and prepared structured cabling for the company's network infrastructure.

**Equipment Diagnosis & Maintenance:** Diagnosed faults in computer equipment, performed preventive maintenance, and supervised the assembly of computer equipment and all hardware.

**Inventory & Warehouse Control:** Managed inventory and warehouse control.

**Technical Support & Training:** Provided personalized, high-quality technical support and training in the use of software and hardware required in the company.

**Maintenance Plans & Equipment Review:** Monitored maintenance plans, reviewed, and diagnosed terminals in casinos such as Bally, IGT, Williams, Global Draw, Ainsworth, Shuffle Master among others.

### AT&T IT CERTIFIED TECHNICAL SUPPORT GRUPO TÉCNICO DE SERVICIOS TELVISTA OCT 2010 - MAY 2011 MEXICALI, MEXICO

Strong skills in customer assistance, technical support, and training. Committed to quality and customer satisfaction.

**Customer Assistance & Training:** Assisted and trained AT&T customers in resolving Internet connectivity problems in a Call Center via telephone. Guided customers in modifying the computer's operating system, local network, or wireless networks, and addressed any connectivity issues that hindered Internet access.

**Technical Support:** Provided technical support to ensure full operation of the terminal and identified faults in the installation of the local network.

**Computer Training:** Trained clients with low knowledge in the use of computers. Customer Satisfaction: Worked with a high sense of quality and aimed for 100% customer satisfaction.

**Geographical Coverage:** Provided technical support to AT&T customers from 13 states in the United States of America.

## EXPERIENCE

### PROCESS AND QUALITY ENGINEER MM INDUSTRIAL S.A. DE C.V. NOV 2008 - NOV 2009 LOS MOCHIS, MEXICO

Strong skills as a process and quality engineer analyzing and, subsequently, modifying the production process, as well as the quality control system until obtaining the tolerance parameters required by the manuals created based on the highest standards demanded by the end consumer.

**Management:** the production process was carried out, achieving the established quality goals, as well as the adherence to production standards to make the highest percentage of product deliveries to the finished product warehouse without exceeding the tolerance limits of overproduction or losses.

**Catalog Development:** the creation of our product catalog, I transformed it into a comprehensive quality control manual, complemented by exhaustive documentation of our manufacturing processes, resulting in the development of our Production Manual, serving as the keystone of our standardized production procedures.

**Quality Assurance Framework:** I implemented a robust quality assurance regimen, meticulously scrutinizing raw material inputs from diverse suppliers to discern optimal selections based on comprehensive assessments of quality, performance, and cost-effectiveness.

Moreover, I oversaw logistical operations of both raw material and finished goods warehouses, ensuring seamless inventory management and timely distribution.

