

# ALFREDO ALCALÁ

## IT Support and Application Specialist

Results-driven IT Support and Application Specialist with over 12 years of experience in the technology sector. Committed to ongoing learning and adept at contributing valuable insights to projects. Possess strong skills in networking, security, analytical thinking, and creative problem-solving. Excel in applying customer service concepts to IT, enhancing customer, employee, and management user experiences.

LinkedIn Profile: [linkedin.com/in/alfredo-alcala-h](https://www.linkedin.com/in/alfredo-alcala-h)  
alfredoalcala.h@gmail.com  
+57 319 392 7070  
[alfredoalcala.github.io](https://github.com/alfredoalcala)

## Work Experience



### Senior IT Support Specialist

*Huge Inc - March 2021 - Present*

- Lead in provisioning and deploying Mac systems for end-users utilizing MDM and DEP.
- Collaborate with IT staff to research and resolve issues, ensuring seamless operations.
- Troubleshoot and resolve software issues, including Adobe Suite, Google Apps, and MS Office.
- Provide remote support using tools like Team Viewer, ARD, and Casper Remote.
- Manage user accounts, groups, and email lists via Windows Active Directory.
- Resolve end-user network issues, covering file shares, DNS, VPN, printers, etc.
- Execute Mac system deployments, troubleshoot software issues, and provide remote support.
- Collaborate with IT peers to ensure effective problem resolution and user support.
- Manage Windows Active Directory for user accounts, groups, and email lists.

### Application Specialist

*Netcom Wireless SA - October 2017 - December 2020*

- Collaborate with senior-level analysts to resolve information infrastructure issues.
- Develop and optimize T-SQL stored procedures and functions.
- Coordinate with developers and vendors to secure infrastructure for end-user needs.
- Administer applications and provide technical expertise in IT systems development.
- Ensure security compliance with third-party vendors.

## Relevant Skills

- Coding/Scripting: Python, PowerShell
- Server Management: IIS, AD, SSRS, WDS
- Cloud: AWS, Azure, GCP
- Databases: SQL, NO-SQL
- CyberSec/Ethical Hacking
- MacOS: MDM, DEP
- Linux
- Networking: OSI Model
- Analytics
- SAAS

## Technical Support Level II

*Latcom - March 2017 - October 2017*

- Telephone support in internal campaigns
- Level II case management and escalation,
- Smartphone Equipment configuration.
- provide support for correction and detection of failures in their connection to the network data
- Preparation of management reports and performance using management tools

## Technical Support Specialist

*Avior Airlines SA - January 2016 - February 2017*

- Diagnosis and detection of equipment failures and networks.
- Management of diagnostic programs and optimizers, Remote Management / OnSite.
- Incident and requirements management software service desk.

## Education History

### Associate's degree in Informatics

University Institute of Industrial Technology Rodolfo Loero Arismendi - 2007-2011

## Certificates

- IBM CyberSecurity Analyst (IBM)
- Google IT Support (Google)
- Open Source Software Development, Linux, and Git (The Linux Foundation)
- JavaScript, JQuery, and JSON (University of Michigan)
- Introduction to Data Analytics for Business (University of Colorado Boulder)