

Patricio Tagudar

Software Engineering Profile

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[Patricio Tagudar | LinkedIn](#) • Los Angeles, CA

Technically sophisticated and highly resourceful IT professional with 10+ years' experience creating a bottom-line impact by driving organizational success via thought leadership, expert technical guidance, user safety, and business expansion; equipped with a master's degree in computer science, poised to work in Software Engineering roles.

Summary of Qualifications

Instrumental in leveraging a solid knowledge of database concepts and software development tools to aid in solving complex business and technical problems in conformance with all applicable architecture, data, security, and coding standards. Expertise in software development, web-based, client-server, embedded systems applications, software testing and verification and validation. Proven track record of creating and maintaining conceptual, logical, and physical application architectures. Adept at applying unit testing, while encouraging a test-driven development to ensure high-quality delivery for entire development lifecycle during several high-complexity projects. Demonstrated ability to proactively mitigate risks in close coordination with engineers, technical specialists, vendors, and customers, achieving assigned goals and completing multiple assignments simultaneously. Capacity to work in a highly matrixed and geographically diverse business environment.

Core Competencies

Business Operations | Network Design | Infrastructure Management | Data Research & Analysis | Project Management
Systems Testing, Troubleshooting & Integration | Confidential Database Management | Data Entry & Report Generation
Administrative Support | Hardware / Software Installation | Budgeting & Cost Control | Needs Assessment | MS Office Suite
Workflow Optimization | Negotiation & Conflict Resolution | Performance Monitoring | Team Leadership & Staff Motivation

Technical Proficiencies

Completed training in deployment and installation of multiple hospital proprietary systems such as **GECB – Centricity Business – GE Healthcare Athena IDX software, NOAH – Audiology Software, IBM AS400 platform, FileMakerPro Software, and VDI environment**, including familiarity with **Lenovo iGEL system, Dell Wyse system, and Microsoft IoT tester** for remote clinics.

Career Experience

USC - Keck Hospital, Los Angeles, CA
Desktop Support Technician

2021 – Present

Upgrade all computers from Windows 7 to Windows 10 to eliminate issues and bugs for optimal performance. Collaborate with staff including directors, doctors, and various VIP faculty members, to track project progress, enable a conducive environment, and boost the hospital's interconnectivity. Delegate tasks to team members to ensure effective execution and completion of defined procedures to deliver exceptional customer and technical services. Address computer support user requests by identifying and resolving key issues related to hardware, software, networking, and other computer-related technologies.

- Successfully assisted with building, migrating, and supporting USC's clinics at Newport Beach, Alhambra, Pasadena, Hospital Site Campus's, USC University on-site, Korea Town, Toyota Sports Center, and Buena Park.
- Installed Linux iGEL system image on thin client PCs for deploying across the entire hospital on multiple floors.
- Headed the entire process of desktop deployment for USC's Newport Beach clinic, while closely coordinating with VIPs and project managers to complete projects within budgetary and time constraints.
- Developed and maintained multiple database spreadsheets for assets to ensure the update of current infrastructure.
- Resolved multiple hardware issues for SFF desktops, laptops, scanners, dragon mics, and payment processing devices.
- Steered Active Directory database management as well as SCCM deployment and imaging.
- Troubleshot issues of networking engineering, endpoint engineering, and user provisioning, for different departments.

Acorn Engineering, City of Industry, CA
System Administrator

2019 – 2021

Allowed permission-based access to end-user clients for job positions and responsibilities. Facilitated maintenance and creation of a robust infrastructure by leveraging strong technical skills. Installed personal computers, software, and peripheral components such as monitors, keyboards, printers, disk drivers, switches, hubs, and cabling, in addition to printers, copiers, and scanners. Perform testing, cloning, configuration, and alteration of specified software packages, while deploying software, settings, scripts, and batch files to remote workstations.

Guided users on using applications, computer devices, and self-service portals, while advising on security patches. Performed user data migration and recovery in anticipation of any hardware/software upgrade or disaster. Maintain wiring racks and switches in campus data closets, while supervising hardware/software inventory, passwords, software installation settings, and backup systems. Troubleshot email connection, access, security, firewall, and storage issues; created email boxes for users and departments. Managed users' active directory by creating access rights and building groups and mailing lists.

- Enhanced client productivity by developing various database layers (Physical, Data Link, Application) to drive the creation of company infrastructure for multiple buildings across multiple locations.
- Boosted operational efficiency by actively monitoring and maintaining user profiles in multiple databases: Azure Active Directory, Mitel VoIP system, Box, and Microsoft OneDrive.
- Offered round-the-clock support using multiple SaaS systems such as QuickBase, Salesforce, and Microsoft Office 365, while overseeing documentation databases in QuickBase and Salesforce Solutions.
- Secured, controlled, and managed physical assets such as desktops, laptops, surface pros, Apple desktops, MacBooks, Android tablets, and company phones.
- Aided in the relocation process of departments or divisions on campus through disassembly and reassembly of office technology and workstations.
- Resolved user requests for computer assistance related to issues with hardware, software, networking, and other computer-related technologies across multiple systems.
- Detected problems to conduct corrective actions and suggest and determine solutions for users and management.
- Tackled operating systems and diagnosed system hardware, software, and operator problems, while installing, retaining, and updating operating systems and software packages across different platforms.
- Created company-standard baseline software sets for multiple computer models.

Farmers Insurance, Long Beach, CA
Office Manager

2016 – 2018

Attended educational programs, and professional associations, networked with peers, and reading of industry periodicals to expand technical and professional knowledge. Outlined goals and objectives to assign tasks accordingly and assess performance. Coordinated and managed executives' schedules, calendars, appointments, and meetings to facilitate business operations. Administered entire maintenance procedures, shipments, inventory, equipment, bills, and errands.

- Met and exceeded all financial objectives by formulating and optimizing cost-effective budgets through diligent planning of expenditures, variance analysis, and corrections implementation.
- Standardized processes for data protection and records management to decrease anomalies and boost productivity.

AT&T, Inc., Orange, CA
Sr. Premise Technician

2013 - 2016

Encouraged cross-functional cooperation with clients, peers, consultants, and internal/external resources to attain desired outcomes. Utilized resources at disposal to establish small / home office networks, install and test cables, and repair network connection issues. Diagnosed, assessed, and understood customer requirements to effectively provide a solutions-focused resolution regarding product concerns. Installed, configured, and troubleshot school environments and accounts.

- Completed product installations/troubleshooting within scheduled time with on average 5 repairs / 3 installations daily.
- Ranked as #1 technician nationwide for 3-consecutive months during a transition in upper management.
- Adopted a balanced strategy for consultative sales, features/benefits analysis, and professional understanding of product capabilities to confidently promote and combine varied lines of goods and services as per customer demands.

Additional Experience

Manager Assistant, Enterprise Rent-A-Car, City of Industry, CA

- Boosted profits by ranking among the top 30% of regional salesforce.
- Earned 'Most Valuable Salesperson' (MVP) in 2018 in recognition of solid sales generation through networking and marketing for generating new business leads, resulting in a competitive edge.

Loan Specialist IV, Union Bank of California, Brea, CA

- Received 'Employee of the Quarter' Award in recognition of consistently closing 30 loans in a month.

Education

Master of Science in Computer Science

University of Cebu, Cebu City, Philippines - IERF Certified

Bachelor of Science in Computer Science

STI West Negros University, Bacolod City, Philippines - IERF Certified