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**Senior Technical Support Engineer**

I am a Senior Technical Support Engineer who focuses on delivering quality to the customers to achieve their satisfaction. I am a really involved in the technology area and have a lot of passion when creating deployments or resolving problems in my customer’s environments. When possible, I like to take the possibility to create mostly Powershell scripts to fulfill the necessities that customers and coworkers have. During the last year, I have focused on developing my programming skills. I have been able to interact with Python, HTML, CSS, Javascript, C++ and VBA, and have been looking for possibilities to add these skills to my daily work.

**Experience Citrix Systems (2018 – Currently)**

Citrix is a company that provides their customers with centralized management platforms and a better way to manage the accessibility for their users. The main product Virtual Apps and Desktop (Formerly XenApp XenDesktop) is a great way to deliver virtualized applications and desktops to the users. Additionally, through the Citrix ADC (Formerly Netscaler) there is the possibility to facilitate the remote work for users from anywhere in any device.

I had the possibility to interact closely with these two products in a daily basis by providing support on Service Requests the customers created. I have been working here for more than one year as a Technical Support Engineer, and I have worked with the core technologies from Virtual Apps and Desktop as my main duties. I have proactively acquired training to provide support and create complex deployments with this technology, utilizing Provisioning Services (PVS), Workspace Endpoint Management (WEM) and AppLayering. I have also worked with Netscaler to have the possibility to create a complete deployment of Virtual Apps and Desktop accessible from anywhere in the world, both using DDNS and a private domain, in both cases with a completely secured Network infrastructure.

The daily basis included:

* Provide mentoring to the engineers I was assigned with and coworkers that proactively approached me looking to improve their skills.
* Identify opportunities to create scripts that would facilitate daily duties or problem resolution.
* Provide coaching during complex service requests to help the team resolve the cases.
* Performing the troubleshooting steps to resolve the customer issues.
* To provide technical assistance via phone, email, remote sessions, and any other form of communication.

I was able to obtain the certification CCA-V during the first quarter of production and currently I am preparing myself for other Citrix Certifications (CCP-V, CCN-A, Citrix Cloud, Provisioning Services proficiency and AppLayering proficiency). Additionally, I was able to obtain two performance awards due to the metrics obtained during 2019.

On March 2020, I was promoted to Senior Technical Support Engineer thanks to the results delivered during the time in the company. This came with the possibility to move to the Priority Support team, allowing me to work with Citrix’s most mission critical environments. This area required the fastest service delivery possible to meet the short deadlines offered to the customers.

**Tek – Experts Costa Rica (2017 – 2018)**

Tek – Experts is a global organization that collaborate with medium to big size companies, helping them to manage their business. Its scope includes software support, application development, customer care, hardware support, training and education, sales support, and software solutions.

I was brought in as a **Technical Support Engineer** to work on the Microsoft Windows Server support team. I worked in the Professional and Premiere Support and provided support in the Windows Server Performance and Active Directory teams. The daily basis included:

* Identify knowledge gaps in the team and minimize them by providing training.
* Performing the troubleshooting steps to resolve the customer issues.
* Provide mentoring to my assigned engineers with the purpose of improving their performance and technical knowledge.
* To provide technical assistance via phone, email, remote sessions, and any other form of communication.

I worked for around 7 months in the Server Performance team and due my good performance, I was requested to work on the Active Directory team to help them fill their knowledge gaps and provide support to incoming product areas previously not supported in Tek-Experts.

Proactively, I started taking training from the other Support teams from the Windows Server area, and before my time in Tek-Experts came to an end, I had worked with these teams:

* + High availability
  + User experience
  + Active Directory
  + Server Performance

**Educational Qualification**

CTP Mario Quiros Sasso

**Highschool Bachelor**

**Courses**

* **CCA-V.** Citrix Certified Associate - Virtualization. March 2019. In progress the Citrix Certified Professional Exam.
* **Japanese JLPT N5**. December 2018. Centro Cultural Japones. In progress the Level N4.
* **Windows Server Administration MTA 98-365.** February 2018.

**Additional Courses**

* **Cisco IT Essentials** 2010
* **Cisco CCNA Module 1** 2010
* **Cisco CCNA Module 2** 2011