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| Angel jose suazo ramos  801 SW 133rd Terrace Apt K307, Pembroke Pines, Florida 33027 (954)699-7862  [angel.jose.suazo@gmail.com](mailto:angel.jose.suazo@gmail.com) |
| **I am seeking a competitive and challenging environment where I can serve your organization and become an asset for your company. With the aim of using my excellent skills and technical knowledge to fill the position. Strengthen what has been learned to provide service to the entity that welcomes me**. |

# Experience

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| FEBRUARY (2020) norwegian cruise LINE (miami airpot).   * **Work collaboratively across Business, IT Operations, IT Applications teams to quickly resolve desktop issues, set up and maintain desktop configurations and fine tuning, and keep desktops current with the latest patches and updates.** * **Responsible for resolution of incidents assigned via the Incident Management System by monitoring the ticketing queue to prioritize, allocate, and ensure timely resolution of tickets** * **Interface directly with and interview partner teams to define application purpose, hardware/application dependencies, support standards, including testing strategy, response requirements, and escalation points.** * **Follow best practices for desktop support with a focus on continuous improvement** * **Performs hardware & software installs, desk moves, adds and changes as required.** * **Apply trouble shooting and problem-solving skills to guide and assist the user community on issues related to design, development and deployment of desktop hardware, and desktop applications.** * **Collaborate with application project teams by participating in project UAT testing for desktop dependencies** * **Work with IT Leadership for continuous improvement of customer satisfaction**  JANUARY (2020) ONE MONTH PROJECTIT support technician level ii (chenmed senior medical by intellapro)Provides level 2 technical support in a professional manner to customers by researching and answering questions, troubleshooting problems, maintaining hardware performance and documenting and closing tickets efficiently.Simulates or recreates user problems to resolve operating difficulties.Recommends systems modifications to reduce user problems.Documents and updates troubleshooting procedures, operating manuals and user guides.Completes tasks via email, ticket system or remotely with some phone contact and/or travel to site locations to troubleshoot equipment hardware and software problems.Sets up computers and installs desktop software applications. Tests network connections to ensure proper functioning of computer systems.Communicates customer concerns and recommends improvements to our development and engineering staff.Responds to escalated request from help desk for issues related to computers, phones, printers, faxes, and scanners.UNIVISION LATIN CHANNELaugust-2019- december-2019february 2020(one month)jr. desktop SUPPORT, (5 months contract)  * **Diagnose and resolve unique, nonrecurring problems associated with application software and operating systems; determine the source of problems and classify their level, priority and nature.** * **Configure, deploy, maintain, troubleshoot and support computer workstations, laptops, printers, mobile devices, phones and another computer and telecommunications equipment.** * **Install and support PC, laptop, tablet and mobile hardware and software.** * **Create alternative methods of completing tasks, correcting user errors and system inconsistencies to improve the desktop team function.** * **Participate in hardware and software reviews and recommend purchases.** * **Maintain inventory of installed software, manage software licensing and create policies and procedures for upgrades.** * **Work with hardware and software vendors to verify timely product delivery and ensure that new equipment is installed and ready to operate on schedule.** * **Analyze and make recommendations for hardware and software standardization.** * **Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, computer conferencing systems, application servers and administrative systems.** * **Document procedures, standards, best practices configurations, settings, installation sequences and back-out instructions.** * **Ticket service (service now).** * **Active Directory** * **(create user, group and credentials for the users)** * **Migration from windows 7 to 10 about 1300 user.**  june 2017 – july-2019Jr. Desktop Support, (Contract to hired) robert half technology and compucom.  * **Provided technical support for computers configured systems, ensured network connectivity, and installed and tested hardware and software.** * **Resolved computer issues for headquarters personnel.** * **Solicited bids, negotiated, and provided best cost options for all computer hardware and software company wide.** * **Install, configure, maintain and test computer hardware, thin clients, software and peripheral equipment.** * **Installed, configured, and supported Dell desktop and laptop computers**  July 2016 – May 2017Desk SUPPORT, wholesale building  * **Performance of activities such as Office, Antivirus, Backup of Information, unlock machines and manage Passwords.** * **Provided Technical support to group of users.** * **Promote the modernization of activities for users.** * **Continuity of the operation and joint improvement**. * **Service now**. * **Windows server 2012R2** * **Different companies for total 1000 users** |

# Education

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| August 2018Cyber Security and Network Technician Diploma, Florida vocational institute |
| * **Assembling and disassembling computers, troubleshooting software and hardware related issues.** * **Excellent knowledge and hands on experience with cabling infrastructure.** * **Able to efficiently create wired and wireless network setups, this includes OS installations, cabling, and security.** * **Expert installation of different OSs such as Microsoft Windows 10, Microsoft Windows Server 2016, Linux, and Active Directory (Creation of Users, Groups, OUs and Group Policy Object Management).** * **Cisco Routers and Switches configuration for LANs, this includes VLANs, OSPF, RIPv2, and Static Routing Protocols.** |

# Technical Skills

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| * **Windows offices 365** * **Windows server 2016** * **Linux** * **Maintaining Computers and OS** * **Advanced Networking** * **Cisco Routing and Switching** * **desktop support** | * **Administering Windows Server** * **Cloud technologies like AWS & Azure** * **Ethical Hacking, Network Defense** * **Computer Forensics** * **MIGRATION WINDOWS 10** * **ACTIVE DIRECTORY** * **WINDOWS SERVER 2012R12** |

**References**

**Univision channel Chen Medical**

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**347-585-1798 IT field support supervisor**