

Hector Jerezano

Network, Telecommunication & Systems Analyst

+ CONTACT



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Telecommunications Engineer with 10+year background in the industry "Avaya/Nortel & opensource" TDM and VoIP hardware and software. Interested in pursuing a Telecommunications position or Technical support.

+ EXPERIENCES

Modern Computer Systems Store Manager & Customers support

USA, Signal Hill,CA

Technical Support

01/2018- 09/2019

Hardware and software maintenance of Servers, Windows PCs, Apple (iMACs and MacBook), Laptops, Printers & Mobiles devices, Support, Implementations, Updates and Upgrades "Any Brand"!

SuperSystems

Honduras & USA, L.A.
County,CA

Independent Consultant

06/2015 - 12/2017

Preventive and corrective maintenance of telecommunications hardware and software NORTEL/AVAYA , add or change Users Ip phones, apply software and firmware's updates, fix any related issues with the phone system of customers. Onsite and remote support!

NETEL S.A.

Honduras, San Pedro Sula

Chief

Dept. Telecommunication

02/2007 - 05/2015

Implementation, Hardware Upgrade, Software Update, installation, preventive and corrective maintenance of telecommunications hardware and software "call-centers, Contact Centers, voip and TDM Phone Systems " brands NORTEL / AVAYA (CS1000 & CM, BCM, IPO, AACC, SYMPOSIUM, CALLPILOT, SBC, etc) AudioCodes.

Supervising installations, instruction & designation of department technician or engineer. Successfully managed customers base under contracts;

Grupos Comidas "Pizza Hut", OPSA "La prensa", UPS, DHL, ASPS "Aguas de SPS" , City Bank, Hotel Real Intercontinental, etc

ENERSA/EMCE

Honduras, Choloma

IT Infrastructure Manager

03/2005 - 01/2007

Support IT users. IT monitoring equipment "Servers, PCs, Printers" and telecommunications "phone systems."

Implementing and Managing LINUX Server Proxy / firewall for better regulation and use of the Internet by users.

Implementation Microsoft Server Active Directory and Group Policy for better user management ordered.

GBM an IBM Alliance

Belize

Support Specialist

02/2000 - 12/2004

Installation, preventive and corrective maintenance for IT equipment of IBM trademarks "Mainframe AS400, PCs and Printers" & Diebold ATMs.

Successfully managed customers base under contracts; "Atlantic Bank and Scotia Bank." Increase the amount of equipment Diebold and IBM under contract.

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| GBM an IBM Alliance | Workshop equipment ordering, quick repair and follow up for deliver them. |
| Honduras, San Pedro Sula | Preventive and corrective maintenance of equipments DIEBOLD ATMs & IBM Support Specialist Mainframe AS400,S36 dumb terminals and dot matrix printers. |
| 01/1995 - 01/2000 | |

+ EDUCATION

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|---|--|
| 2007 | Installation and maintenance Nortel Communication Server CS1000 |
| 1995 - 2000 | Electric Engineering |
|  | Universidad Nacional Autonoma |
| | Honduras, San Pedro Sula |
| 1990 - 1994 | Bachelor in Electronics |
|  | Instituto Tecnico de Electricidad y Electronica |
| | Honduras, San Pedro Sula |
| Certifications | Asterisk Integrator |
| | AVAYA Certified Specialist Support |
| | ACIS- SME Communications/ IP Office |
| | March 1, 2011 |
| | Nortel Certified Support Specialist |
| | Communication Server 1000 Rls 5.0 Installation & Commissioning |
| | August 12, 2008 |
| | BCM50 Rls2 & BCM200/400 Rls4 Installation,Configuration & Maintenance. |
| | May 29, 2007 |
| | Converged IP Telephony Solutions |
| | May 8, 2007 |

+ LANGUAGES

Spanish
English

+ IT PROFESSIONAL SKILLS

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|-----------------------------------|--|
| Operating systems | Mac OS, UNIX, Linux, Windows 95 to 10, Windows Server 2000 to 2012, VirtualBox, Vmware , Google Cloud Platform |
| System development and Networking | Bash, PYTHON, WIRESHARK, NMAP, DHCP, DNS, SNMP, OPENNMS "NMS", ASTERISK, PostgreSQL, Active Directory, ODOO "ERP y CRM", VPN, Proxy, Firewall "Iptables" ,Routers & Switches, OSI, SIP, H323, QoS, PRI(E1/T1) |
| Web | HTML, CSS, APACHE Web Server |