Cellphone 8185640620

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833 Aspen Peak Loop unit 2522,
Henderson NV, 89011

LUIS PARRALES SILVA

I T T E C H N I C A L S U P P O R T

S U M M A R Y

Licensed with hybrid training in Analytic and Computer Science.

More than twelve years working with several programs for business decision support.

More than fifteen years working as SQL Server, MySQL Server and another Database language as DBA support.

One year working on an independent research project related to Biostatistics, experimental models, data analysis and computer programming.

Strong leadership as well as oral and written communication skills

Able to perform professional services in English and Spanish

Proven flexibility in adapting to different working and cultural environments

Results driven network Engineer with 8+ years of expertise deploying and maintaining LAN and WAN infrastructure.

Dedicated technology professional with strong track record of accurately conducting system repairs and troubleshooting.

Offering exemplary planning, project management and communication talents.

E D U C A T I O N

B.S. Computer Science , *Escuela Superior Politécnica del Litoral (ESPOL)-***Guayaquil, Ecuador 2007**

P R O F E S S I O N A L E X P E R I E N C E S

Skills
- My SQL
- Microsoft
- C++
- Linux
- Unix
- Cristal Report
- Visual Studio2013
- Red Hat Linux
- Visual Basic 6.0
- PHP
- Visual studio.net
- ASP.NET
- Database
- SQL Server Express
- Oracle
- Java
- WordPress
- Productivity Software
- Follow Technical Instructions

J&T GLOBAL MULTISERVICES, 8512 Queens Blvd, Elmhurst NY 11373

HelpDesk Support & Developer/ ELMHURST, NY / May 2013 – June 2019

Structure several internal systems comprising order entry/management tools, conversion/revenue reporting, and production workflow tracking, as well as design custom REST APIs built in Python, Laravel PHP, and NodeJS

Developed and maintenance several business software's using PHP with databases in My SQL server

I Produce various reports using Crystal Reports, as the same way using Dot NET Technologies for other projects, focused with C#, ASP.NET and SQL Server version 2005 and 2008.

Responsibilities included support to the office network, answering calls, mailroom, and filing.

Successfully installed Linux servers and virtualized environments

Help Desk Reporting Systems	using Docker, Hyper-V, and Amazon Web Services
	Designed and implemented PHP web application, streamlining high-server traffic resource configuration and allocation

ACOSTA & ACOSTA LAW OFFICES

Assistance Supervisor / Van Nuys, CA / June 2010 – April 2013

Experienced with EDEX and EAMS.

Coordinates Calendar and Correspondence.

Coordinates between store and custodial staff at all levels.

Responsible for all scheduling and maintenance of calendar on lotus notes including

Prepares and publishes reports, PowerPoint presentations, and spreadsheets.

Files and maintains monthly reports and historical files.

Communicate effectively resulting in progressive negotiations and settlements.

Meet monthly quota and quarterly goals.

Handle large volume of litigated claims.

File liens, DOR(s), and applications with the WCAB

Work with Forests and Domains; Restructuring a Forest and Renaming Domains

Maintains the Group Policy infrastructure based on the policies and guidelines provided

Work with Group Policies

Assist with implementing solutions for hardware and software.

Implement common preventive maintenance practices for hardware and software

Work with a highly secure environment using RSAT tools

Assist in management and support of internal and external DNS systems. Assist in management and support of internal DHCP architecture and scoping

Work with Global Catalog Servers and Schema

Skills (left column):

Meeting Deadlines
Multitasking
Prioritizing Scheduling
Attention (Time) Management
Working Quickly
Writing Clear and Concise Emails, Memos, and Reports
Firewall management Tools
Routing protocol expertise
DNS Implementation
Security architecture and technologies
Networking protocol expertise
Cisco equipment familiarity
IP address structure
Enterprise WIFI management
Network security systems

P E R S O N A L   R E F E R E N C E S

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Cesar Alvarez-Engineering Statistician -SolarWorld
Office: *503-278-6949*
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