

Angel Alpuche

Belize City

aaalpuche@belizetelemedia.net

+5016154944

Willing to relocate: Anywhere

Sponsorship required to work in the US

Work Experience

Senior Support Technician

Belize Telemedia Limited - Belize City

August 2017 to Present

I am responsible for the support on hardware, software and/or applications for BTL's internal end-users. I facilitate the restoration of normal operational services, based on defined by KPI's, with minimal business impact and within agreed service levels and business priorities.

I am the first point of contact for the internal end-users in solving IT related problems of IT systems in scope of the IT operations department. I am responsible for the registration and analyses of the service tickets. I also performs changes, when necessary, in accordance to the standard procedures and technical best practices

IT Support Technician

Belize Telemedia Limited - Belize City

October 2015 to August 2017

I am responsible for the support on hardware, software and/or applications for BTL's internal end-users. I facilitate the restoration of normal operational services, based on defined by KPI's, with minimal business impact and within agreed service levels and business priorities.

I am the first point of contact for the internal end-users in solving IT related problems of IT systems in scope of the IT operations department. I am responsible for the registration and analyses of the service tickets. I also performs changes, when necessary, in accordance to the standard procedures and technical best practices

IT Support Technician II

Belize Telemedia Limited - Belize City

April 2011 to October 2015

I am responsible for the support on hardware, software and/or applications for BTL's internal end-users. I facilitate the restoration of normal operational services, based on defined by KPI's, with minimal business impact and within agreed service levels and business priorities.

I am the first point of contact for the internal end-users in solving IT related problems of IT systems in scope of the IT operations department. I am responsible for the registration and analyses of the service tickets. I also performs changes, when necessary, in accordance to the standard procedures and technical best practices

Information Technology Intern

University Of Belize - Belmopan

August 2009 to July 2011

Oversee the management of computer labs on campus at the University of Belize

System Support Technician

GS COM Limited - Belize City

January 2011 to April 2011

I am responsible for Installing hardware and software systems, Maintained or repairing equipment, Troubleshoot a variety of computer issues.

I also put in place computer security measures, configuring computer networks and Offered technical support on-site or via phone or email

System Support Technician

Unicomer Belize - Belize City

July 2010 to December 2010

Primarily to assist the System Administrator in day to day operational requirements to provide, maintain and improve Unicomer IT system and support its users.

Also to provide technical support to the Service and the Powerhouse Department under the Supervision of the Service Manager and Sales Manager, respectively.

Education

Bachelor of Computer Engineering in Information Technology

University of Belize - Belize City

August 2006 to August 2011

Skills

- Restoration Industry Experience
- Restoration
- Microsoft Office 365
- Computer Operation
- Information Technology
- Network Security
- Help Desk
- Network Support
- Technical Support
- LAN
- Active Directory
- Microsoft Windows Server
- Microsoft Windows

- Operating Systems
- DNS
- WAN

Languages

- English - Fluent

Military Service

Branch: Belize Defense Force Volunteer Battalion

Service Country: Belize

Rank: Lieutenant

January 2005 to December 2010

Assessments

Technical support — Proficient

February 2021

Performing software, hardware, and network operations

Full results: [Proficient](#)

Spreadsheets with Microsoft Excel — Highly Proficient

February 2021

Knowledge of various Microsoft Excel features, functions, and formulas

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.