Freddy Otero

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To succeed and obtain knowledge in different branches of IT. I see myself as an ambitious person; and ambition I take to any workplace. Learning everything there is to know about my job/career is my requirement.

Authorized to work in the US for any employer

Work Experience

IT Systems Administrator
Retail food Group - Santa Fe Springs, CA
February 2017 to June 2021

- Support POS platforms, including NCR Silver Pro and Aloha
- Interface with POS vendors to review and resolve outstanding issues, and provide direction
- Oversee all servers at RFG USA location: Active Directory, Backup servers, etc.
- Oversee/manage email accounts: Add/Delete/Modify users and or distribution list and shared mailboxes.
- Oversee/manage Phone system for all of RFG USA
- Oversee all RFG USA websites. Including E-commerce.
- Market E-commerce website to generate sales.
- Support of entire office and franchise partner with any question/concerns they might have that is technology related.
- Provide menu button and other updates to POS systems
- Coordinate installations for new openings and updates
- Provide ongoing support to franchisees
- Oversees outside Help Desk
- Advises on credit card processing issues and PCI compliance
- Analyze and recommends vendors after rigorous testing of products.
- Establish and maintain vendor relationships to manage expectations (e.g., high level of service and accountability) to provide timely feedback, and to maximize cost efficiency, quality, and timeliness.
- Monitor incident trends to identify potential problems and root causes, and to develop solutions.
- Research industry trends and best practices to assess the organization's performance to the industry norm and to align IT's practices with the organization's business needs, initiatives, and strategic direction.
- Manage corporate and field office technology issues, including desktop, printers, shared folders, network access and connectivity, etc.
- Research/Test and implement cost effective technological solutions

Web Master/Lead IT Support
Select Systems - Torrance, CA
March 2009 to June 2016

- Hardware & Software support

- Installed and configured desktops and servers.
- Worked with Magento, OpenCart, OS Commerce & Wordpress
- Managed the whole Network Infrastructure.
- Database management for POS Systems/Data input
- Surveillance experience - NVR configurations including cameras
- Point of sale support on aloha, micros, and UpRestaurant
- Over the phone customer support and remote login support
- Site to site travel to ensure proper installation of systems

Computer Tech
Staples - Santa Monica, CA
June 2006 to February 2009

- Computer repair
- Troubleshoot computers
- Assist customers and provide customer service

Education

Bachelor of Science in Computer Information Systems
DeVry University - Long Beach, CA
October 2008

Skills

- Network Administration
- IT Management
- System Administration
- Office 365 Admin
- NCR Silver Pro
- Aloha POS
- Strategic Planning
- Excel
- Active Directory
- Exchange
- VoIP
- Network Management
- Microsoft Office
- VMWare
- LAN
- WAN
- Network Infrastructure
- Microsoft Windows
- Microsoft Exchange

- Help Desk
- Surveillance
- Operating Systems
- TCP/IP

Assessments

Mechanical knowledge — Highly Proficient

February 2020

Measures a candidate's ability to understand and apply mechanical concepts and processes.
Full results: [Highly Proficient](#)

Basic computer skills — Highly Proficient

June 2020

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.
Full results: [Highly Proficient](#)

Technical support: Customer situations — Highly Proficient

March 2020

Responding to technical support situations with sensitivity.
Full results: [Highly Proficient](#)

Technical support — Proficient

September 2020

Performing software, hardware, and network operations
Full results: [Proficient](#)

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

Additional Information

Technical Skills

- Troubleshooting software/hardware
- Microsoft Office
- LAN/WAN
- IT Help Desk/Support

- IT Management Skills

- HTML/XHTML
- PBX Installation & Configuratioon (Asterisk & Trixbox)
- CSS

- Website Editing

- Word Press
- E-Commerce Websites (OpenCart, Magento, OS Commerce)