

# Juan Carlos Rijos

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Dynamic and results-oriented professional with 10+ years of experience as an IT Administrator – demonstrating skills in installation, configuration, and troubleshooting of IT systems. Experience in supporting hardware, software, and network infrastructures. Self-motivated team player who makes significant contributions to the team as well as being a leader of individuals. Strong problem-solving skills with expertise in network configurations, security analysis, asset management, and risk management. Knowledgeable with technical expertise, recently completing Certified Cisco Network Associate (CCNA) training and earning CCNA certification. Experience in utilizing hardware and software troubleshooting skills with the ability to lead in project management. Background includes: networking, maintenance, troubleshooting, and problem resolution.

- Network Configurations
- Project Management
- Social Media Experience
- IT Device Configuration
- File Sharing
- Web Browser Configuration
- Conflict Resolution
- Strong Communication
- Customer Service Skills
- System Troubleshooting
- End-User Support
- SOP Compliance

## NETWORKS TECHNICAL KNOWLEDGE

Etherchannel, OSPF - Single Area, BGP, VLANs, Router on a Stick, Hot Standby Router Protocol, IP Subnetting, WLC Configuration, Switchport Security and QoS.

## EDUCATION

|   |                       |
|---|-----------------------|
| Educational Computer Center               | Carolina, Puerto Rico |
| Cisco Network Associate                   | 2020 – 2021           |
| Instituto de Banca y Comercio             | Caguas, Puerto Rico   |
| Computer and Network Technician Associate | 2004-2006             |

## CERTIFICATIONS

|   |      |
|---|------|
| CCNA – Cisco Certified Network Associate      | 2021 |
| Certificate Verification No. MDWERWZPHK44Q3SW |      |

## PROFESSIONAL EXPERIENCE

|   |                            |
|---|----------------------------|
| Emphyre Networks LLC.   | San Juan, Puerto Rico      |
| Information Technology Management   | June 2015 – September 2021 |
| <ul style="list-style-type: none"><li>• Provided leadership for a wide range of customers (shared rental applications configurations and system platform administration of client's (host) accounts). Offered timely support for applications.</li><li>• Maintained and provided support for troubleshooting cable TV and internet connections to guest, host properties and our employees. Performed desktop/laptop deployments, which included HW/SW configuration within a Microsoft Windows to a business travels and company computers.</li><li>• Used expert internet/app skills to keep a shared rental calendar online that synchronized between different short rental platforms. Responded to inquiries and booked rentals using online tools.</li><li>• Configured and used PayPal. Hosted vacation rental sites on apps. Handled sales reports related to rentals.</li><li>• Experienced in using technical skills to take and post attractive apartment rental ads with nice photos.</li><li>• Administered Facebook Ads and other online advertising. Took care of government and insurance responsibilities. Controlled bank accounts and credit cards expenses. Made deposits and processed payroll and utilities payments.</li></ul> |                            |

- Managed emergencies. Completed minor property repair. Called in service technicians for major repairs.

## **Galephar Pharmaceuticals Research Inc.**

**Humacao, Puerto Rico**

### **IT Projects Management**

**November 2006 – June 2015**

- Implemented new Ticketing System. Led in planning deployment and monitoring of installation projects.
- Managed IT-related external telecommunications contracts and other special projects as requested such as Fiber Optic intra building and Fiber Optic PTP facilities deployment. VoIP communications equipment's installations, government compliance payroll software, digital timekeepers, inventory system, electronic datalogger network, security access control system, network infrastructure and structural cable system of the company.

### **Help Desk**

- Expertly installed, troubleshoot, and resolved hardware, connection, printer, and software issues reported.
- Provided support for a wide range of computers, printers, applications, and network device with SCCM.
- Responsibilities included: completing requests from users; finishing new software installations, phone setups, PC upgrades, and smartphone support; and providing employee training on new system software.
- Was responsible for IT department – implementing policies, procedures, and ticket system to support end users. Efficiently performed administrative management of ticketing system support queue.
- Documented, tracked, and monitored both incidents and problems to ensure timely resolutions. Provided timely contact and incident resolution to customers with hardware, software, and application problems.
- Created virtual desktop. Led in completing maintenance, upgrades, and infrastructure modifications.

### **Networking/Server**

- Operated Microsoft Windows Small Business Server, which managed Active Directory, Inventory System, Quality Control Monitoring System and Payroll System.
- Updated network infrastructure as required to accommodate new networking systems.
- Conducted IT audits in compliance with policies governing the administration, utilization, and acquisition of desktop and portable computer products. Experienced in pushing system images for system updates.
- Maintained networking equipment (WiFi/LANs), including updates and upgrades of software/hardware.
- Analyzed routine and non-routine problems with wireless equipment, software applications, and network performance issues – identifying root causes with equipment while rendering cost effective resolutions.
- Duties included diagnostics, setup, and configurations of network hardware, timekeepers, operating systems, printers, email, backup/network troubleshooting, and management of critical assets for the support staff. Experienced in patch panel wiring and switches ports devices match inventory.
- Maintained daily tape backup and off-site tape storage.

## **LANGUAGES**

**English and Spanish**