



# Richard Valencia

Novato, CA

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## WORK EXPERIENCE

**December 2020 – December 2021**

**Hotel El Ganzo | Los Cabos, MX**

**IT Manager**

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- Manage LAN and WAN networks.
- Manage servers and monitor their operation.
- Install and repair CCTV security cameras.
- Support decision-making and project development.
- Supervise the correct functioning of the computer equipment, telecommunications means and internet services.
- Manage Opera, POS MICROS and ERP systems.

**October 2019 – November 2020**

**Hotel Barceló Gran Faro | Los Cabos, MX**

**IT Manager**

- Supervise the operation of servers and NEC switch. Services, configuration and programming.
- Maintain current service contracts, both for equipment and systems.
- Install and repair electronic locks and safes.
- Install and repair CCTV security cameras.
- Supervise and support opening and reopening projects.
- Serve as manager on duty 2 times a month ( executive guard).
- Manage and administer Opera and SAP systems.

**April 2018 – October 2019**

**Hotel Solmar & Resorts | Los Cabos, MX**

**IT Assistant**

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- Review video, internet and telephone services in guest rooms and provide support.
- Make courtesy calls to guests to verify the operation of services.
- Configure Aruba switches.
- Make quotes.
- Set up events.
- Train new staff in institutional courses.
- Manage and administer Easy Touch, Avance, TimeShareWare and Nonius IPTV systems.

**October 2017 – April 2018**

**Villas del Mar | Los Cabos, MX**

**IT Assistant**

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- Provide 1st level support in audio, video and network services to owners.
- Carry out structured cabling.
- Quote audio, video and network equipment.
- Provide technical support to the administrative area.

## PROFESSIONAL SUMMARY

Focused on meeting goals with more than 4 years of experience in the IT department. Motivated and capable of generating a good work environment, completing tasks under pressure and results-oriented.

## SKILLS

- Ability to adapt.
- Capacity in project management.
- Technical skills.
- Communicative skills.
- Teamwork.
- Proactive.
- Flexible.
- Leadership.
- Learning capacity.
- Planning and control capacity.
- Stress management.
- Initiative.
- Goals orientation.
- Time management.
- Analytical capacity.
- Problem resolution.
- Work under pressure.
- Ability to make decisions.
- Organized.
- Personnel management.
- Language with a positive approach

## LANGUAGES

Spanish: Oral, written and reading expression: 100%

English: Oral, written and reading expression: 40%.