

Work Experience

**QuadraNet Enterprises LLC / Technical Support Engineer (Full Time).** *Los Angeles, CA. Jan 2020 - Present*

- Configuring and supporting RAID 10, 5, 1.
- Installing Debian OS and configuring: Network and SSH access.
- Installing fiber optic modules. *Technology used: Juniper Switch.*
- Following detailed instructions for Moving, Adding, Changing complex and simple hardware needs. *Technology used: RAM, HDD, SSD, NIC, SFP, SuperMicro (1U - 2U), Dell PowerEdge R620.*
- Providing update to domestic and international clients over ticketing system or over the phone.

**Apple / US-Tech Specialist (Contract).** *Los Angeles, CA. Sep 2019 - Feb 2020*

- Backed-up and restored customers’ information to new iPhone 11.
- Advised and processed purchases of new Apple products: Mac, iPads, iPhones, Watch.

**Halliburton / Reliability Engineer (Full Time).** *Midland, TX. Aug 2018 - Aug 2019*

- Reported details of findings to upper management after hardware or software failure investigations were completed.
- Reinforced IT policies for Windows 10 machines.
- Audited and coached technicians prior deployment of hardware to the field to prevent CoPQ.
- Supported installation and testing of software and hardware for legacy and new technologies.
- Configured user Windows environment to access local services such as: Corporate Search Engine, Microsoft Outlook, Symantec VIP, Network Drives, VPN.

**Keane Group / IT Field Support Administrator (Full Time).** *Midland, TX. Feb 2018 - Aug 2018*

- Scripted batch files to remove old information after 30 days of residing in Windows servers.
- Solved configuration problems in Access Points to bridge Internet access and to limit its availability from global to only authorized users. *Technology used: Hawking Access Point.*
- Supported Microsoft Office 365 users.
- Re-imaged Windows 10 machines. *Technology used: Clonezilla.*
- Configured Internal Forum Site prototype for internal use. *Technology used: Microsoft IIS. MySQL, PHP, CMS.*
- Assisted remote users having configurations issues with tablets. *Technology used: Windows 10. Panasonic. LogMeIn, AnyDesk, TeamViewer.*
- Solved auto reboot issues in Windows 10 for machines deployed to the field. *Technology used: Microsoft Group Policy.*
- Automated email alerts with Google Sheets Script to track expiration dates for a variety of licenses.

**Schlumberger / Field IT Technician (Contract).** *Midland, TX. Aug 2017 - Feb 2018*

- Solved TCP/IP configuration problems for CAN to HMI interface.
- Configured Wi-Fi Modules for field pumps.
- Updated firmware for Fracking Pump Control Modules.
- Solved 100% of problems in frozen Windows 10 machines.

**LL Piano / IT Administrator (Volunteer).** *Fort Worth, TX. Jan 2012 - Jan 2016*

- Scripted htaccess files with security rules to prevent undesired registration of foreign IP addresses in nonprofit’s website.
- Scripted PHP files on server side to prevent URL attacks from unauthorized non-administrator users.
- Re-imaged, updated and restored Mac, iPhone and iPad.
- Configured local printers over Wi-Fi and Bluetooth for Mac and PC.
- Developed two versions of website. *Technology used: WordPress, Drupal, HTML5, JavaScript, jQuery, PHP, MySQL, Wix, Google Ad Words, PayPal SDK, Adobe Photoshop, Adobe Audition, Adobe Premier, HandBrake.*
- Implemented local network storage for file back-up. *Technology used: Western Digital - My Cloud,*
- Created cron job to run once every three months to solve the problem of inactive users.

**Halliburton / Global Technical Instructor / Lead Tech / Supervisor (Full Time).** *Burleson, TX - Singapore - Ecuador. Aug 2004 - Mar 2016*

- Implemented and managed Microsoft SharePoint for file sharing and version control of sensitive training material.
- Filmed and edited training videos. *Technology used: Windows Movie Maker.*
- Worked under high pressure deadlines to troubleshoot and to turn around hardware and software issues.
- Configured and deployed satellite antennas to the field for Internet and VPN access.
- Attended and fixed hardware failures for Windows servers hence improving reliability and performance.
- Re-imaged and partitioned HDD for Windows 2000 and Windows NT servers. *Technology used: Symantec, Paragon.*

**Halliburton IT District Administrator (Contract).** *Ecuador. Feb 2004 - Aug 2004*

- Installed additional network nodes for workstations due to network expansion.
- Backed-up users’ information and re-imaged their laptops as needed.
- Supported approximately 200 users. *Technology used: SAP, MS Word / Excel / PowerPoint / Outlook, VPN, File Sharing, Active Directory, Symantec.*
- Installed, configured and patched Windows OS and InSite Software in Servers used for Oil and Gas exploration.

**Navy of Ecuador / LAN Analyst (Contract).** *Ecuador. Jan 2003 - Dec 2003*

- Engineered Services for the Navy of Ecuador to interconnect its nationwide Technology Centers over DSL and Microwave Links.
- Configured Windows Security Rules and File Sharing services for local users.
- Supported approximately 300 users, including civil and high military ranks. *Technology used: MS Word / Excel / PowerPoint / Outlook, File Sharing, Active Directory, McAfee, Exchange*
- Configured Red Hat Linux Servers with the following services: RAS, DNS, Squid, email, File Sharing, FTP.
- Trained crew on how to run and troubleshoot newly implemented IT solution.

**Army Polytechnic School / IT Desktop Support (Contract).** *Ecuador. Jan 2000 - Jan 2003*

- Provided tier 1 and 2 support in a campus of 400 users, including engineers and those of military ranks. *Technology used: MS Word / Excel / PowerPoint / Outlook, File Sharing, Active Directory, Outlook, Printers, VPN.*
- Wired Cat 5 network cable to approximately 200 stations for Internet and Intranet access.
- Wired backbone fiber optic to interconnect Library building to Administration building.
- Configured VLAN in 3Com switches.
- Configured printers and scanners via IP, USB or Serial Port.

Education

Nanodegree - Android App Developer Certificate - Udacity. 2016   
Polytechnic Army School of Ecuador - BS (Systems Engineering). 2004