**Francisco L. Santos Valdez**

**480-569-5143**

**Franciscojsantosv@gmail.com**

**Objective:**

* Achieve professional and personal growth by excelling in my job responsibilities as I provide dedicated and exceptional service to the company/organization.
* I am a very proactive, passionate, outgoing and a dynamic person who is always seeking for ways to improve and achieve growth. I enjoy music, teaching, developing and helping others.

**Education:**

* Masters in Business Administration 2010

Universidad Central del Este, Dominican Republic

* System Engineering 2005

Universidad Central del Este, Dominican Republic

* Network Management (Technical) 2005

Universidad del Caribe

**Skills**

* Spanish – First Language
* English- Advanced
* Data Base Management
* Microsoft Office Proficient

**Professional Experience:**

**Asurion Insurance Services**

* Taking 50 inbound calls in a average from customers regarding the issues with Cellphone, Tables or services with Sprint.
* Offer Sprint Complete My home extended warranty.

**Senasa, Santo Domingo, Dominican Republic Sep 2018 – Jan 2019**

**L1 Field Service Senior Technician**

* Taking 50 inbound calls in a average from customers regarding the issues they are facing related to computers
* Creating tickets regarding the customer issues and solving them with customer satisfaction
* Repair, maintenance of equipment and systems such as: computers, printers, biometric punch system, remote VPN access and working with the customer service office in the Dominican Republic.
* Responsible for on-site installation, configuration, maintenance, troubleshooting and repair of computer hardware and software
* Escalating technical issues of computer hardware and software to level 2 technical specialist
* Perform troubleshooting, parts replacement, system upgrades and basic deployments of computers

**Superintendence of Electricity, Santo Domingo, Dominican Republic Aug 2010 – Feb 2017**

**Technical Support and Network Administrator**

* Taking calls/emails from customers to register the issue
* Creating tickets for the issue faced by the candidates and solving them
* Repair, maintenance of equipment and systems such as: computers, printers, biometric punch system, remote VPN access, and access to links with electricity distributors; besides wiring the institution and being able to enable expansion spaces within the offices

**Máximo Gómez P (GOMEP), Santo Domingo, Dominican Republic 2008-2010**

**Technical Support – POWERSTREET Specialist**

* To provide maintenance, repair and optimize technological equipment as well as maintenance and perform direct updates to our sales team’s database to ensure such is fully update in regard to sales metrics/goals and other pertinent information.

**Superintendencia de Electricidad, Santo Domingo, Dominican Republic 2006-2008**

**(Superintendence of Electricity) Network Administrator/Technical Support**

* Maintenance and repair of technological equipment and systems: Computers, printers, biometric fingerprint scanners, remote network/access VPN.
* Worked with electric companies interlace protocols, physical cabling of institution and office upgrades

**Fertilizantes Químicos Dominicanos, Santo Domingo, Dominican Republic 2005-2006**

**Technical Support Representative**

* Maintenance and repair of company’s technological equipment as well as billing system updates/maintenance

**Additional Formations and Hobbies:**

• Introduction to the Computer: COMPUCENTRO (1996/1997)

• Computer Repair: CENACE (1999-2000)

• Network Installation: CENACE (2000)

• Linux (Basic, Medium): RUBIERA (2007)

• VI International Congress: UNIBE

Information and communication technology

And Communication

• Development of SOFTWARE Programming: INTEC 2010.

• UML Fundamentals INTEC 2010.

• Computer Audit, A Practical Approach HN CONSULTING, 2011

Sport Hobbies: Play basketball, baseball -

As for my other hobbies, I'm in community support with the Club Leo San Pedro Inc.

I was the president of the Club Leo Inc. in 2015 - 2016

We carried out many activities where we put on our part as an institution in the strengthening of our province.