**Hagem J. Rodriguez**

Seattle, WA

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**OBJECTIVE**

Eager to apply my extensive networks and systems knowledge, excellent project leadership skills and in-depth technical support experience to deliver profitable, measurable and well-received solutions in a timely manner.

**EDUCATION**

*Bachelor of Systems Engineering,* Universidad Latina de Costa Rica 2018

*Master of IT Project Management* (Remote study - In Progress)*,* Universidad Latina de Costa Rica 2019

**WORK EXPERIENCE**

**Professional IT Analyst,** National University, Heredia, Costa Rica, *Aug. 2019 – Mar. 2020*

* **Engineered** an automated platform to request official documents and licensed software using Google Forms and Google Scripting resulting in reduced waiting periods for the students.
* **Transformed** institutional document handling and electronic signing by designing document flows and implementing Alfresco software.
* **Assumed** the EDUROAM project, in coordination with other Universities worldwide, to provide simple and secure connectivity from thousands of hotspots across countries.
* **Determined** the scope, created the sitemap, loaded the content, tested and launched websites using Joomla templates.
* **Hastened** the launch of the authentication portal for the ArcGIS.

**IT Support Specialist,** National University, Heredia, Costa Rica, *Jun. 2013 – Aug. 2019*

* **Rated** technical top performer and promoted in February 2014.
* Resolved 7000+ support cases in 5 years maintaining over a 99% satisfaction rating.
* **Boosted** the learning process by installing smart/interactive whiteboards in 80% of the National University classrooms.
* **Slashed** bandwidth consumption daily from 5 to 17% in the main campus by setting up Adobe AUSST and Microsoft WSUS servers.
* **Architected and implemented** Combodo iTop (ITIL ITSM CMDB) ticketing software for service desk management, which resulted in customer satisfaction that cannot be measurable before.
* Supervised 10+ networking projects, which resulted in an increase of wireless signal coverage throughout all campuses by 60%.
* **Established** a desktop/laptop imaging plan that enabled technicians to reduce more than 80% of the time spent on new computer setup.
* **Formulate** the guidelines for the purchasing department to buy standard computing equipment.
* Upgraded old datacenter links from copper to fiber optic increasing bandwidth by hundreds of gigabits per second.
* Upgraded 14 buildings from UTP Cat 5E to 6A as Project Manager supervising contractors, resulting in increased transmissions tested at 40 gigabits per second.

**Senior Technical Support Analyst,** Teleperformance, Costa Rica, *Mar. 2013 -- Jun. 2013*

* Named Microsoft System Center for Virtual Machine Management Subject Matter Expert for Dell/Quest division.
* Attained the setup of Dell corporate account, which consist in deploy of virtual machines for 100% of the technical staff and provide vWorkspace training to new hires.

**Junior Sales Representative,** Startek, Costa Rica, *Jun. 2012 – Jan. 2013*

* Generate sales for over $100.000 in a six-month period.
* Awarded best trainee and "sales champion" twice.

**Technical Support Representative,** Hewlett Packard, Costa Rica, *Apr. 2010 – Mar. 2012*

* Awarded best trainee of boot camp.
* Promoted to Subject Matter Expert in MS Office tools.
* Received the highest performance evaluation possible 2 years in a row for being within the SLA's and KPI´s and having perfect attendance records.
* Mentored new hires.

**Bilingual Customer Service Representative,** Sykes, Costa Rica, *Mar. 2008 – Mar. 2010*

* Personally assisted 200+ customers daily, consistently meeting the average handle time.
* Obtained the highest performance appraisal of my team for 7 months in a year period.
* Awarded best trainee and nester for the Capital One account.
* Consistently exceeded weekly and monthly sales goals while delivering excellent customer service resulting in positive feedbacks from customers.
* Promoted to Team Leader backup in 8 months.

**SKILLS**

* Bilingual - English & Spanish
* Microsoft Windows and GNU/Linux server setup and administration
* Operating Systems and Software setup and troubleshooting
* Certified technician for Fluke Networks copper and fiber cabling and testing
* Cisco routing and switching
* Joomla, Wordpress, Laravel Framework
* Programming languages: Java, PHP, C++
* Other: AD Domain Services, Azure, Apache, MySQL, SSL Certificates, TCP/IP, OSI model, FTP, DNS, DHCP, HTTP, Network load balancing, VPN, database mirroring, and many others.