**Hagem Rodríguez-Ortiz**

Systems and Network Engineer

# Profile

Dynamic Systems and Network Engineer with experience supporting the day-to-day functions and services of IT Help desk. Bringing forth extensive knowledge of computers, networks and systems troubleshooting, network management, and a wide list of software solutions. Adept in working well with internal and external clients to ensure success and a high level of customer care.

# Employment History

## Professional IT Analyst at Universidad Nacional, Heredia

August 2019 — December 2019

Provide server maintenance (Windows, Linux, FTP, Antivirus and other: installing applications, monitoring performance and security).

Manage databases (monitoring, backup generation, user account management and Web access).

Update and standardization of websites for different offices and events.

Network equipment configuration, application installation, licensed software and asset management.

## Technical IT Specialist at Universidad Nacional, Heredia

June 2013 — August 2019

Assist in technical support tasks of certain difficulty such as maintenance and operation of technological equipment or hardware and software in general.

Articulate both in writing and verbally case summary, resolution and add to Knowledge Management System.

Provide training of medium or high difficulty to end users.

## Technical Solutions Representative Level IV at Hewlett-Packard

April 2010 — May 2013

Successfully resolve technical issues (hardware and software) from incoming internal or external businesses and end user's contacts and proactive notification systems.

Respond to service, product, technical, and customer- relations questions on subjects such as features, specifications, and repairs on current and discontinued products, parts, and options, based on customer entitlement.

## Technical Support, CSR at Dell (Desktop Authority)

March 2013 — June 2013

Proactively assist customers with a recent acquired tool from Quest Software called Desktop Authority.

## Details

206-372-9843

[hagem.rodriguez.ortiz@gmail.com](mailto:hagem.rodriguez.ortiz@gmail.com)

## Links

[LinkedIn](https://www.linkedin.com/in/hagem-rodriguez-ortiz-72a219186/)

Indeed

## Skills

Microsoft Windows Server Administration

GNU/Linux Server Administration

MS Windows OS Troubleshooting

Active Directory Domain Services

Cisco CCNA Routing and Switching

Joomla, Wordpress Laravel Framework

PHP, MySQL, Apache2, JS

Fluke Networks Copper and Fiber Cabling Test Technician

Java Programming

MS Windows 7, 8, 8.1, 10

## Languages

Spanish English

# Education

## Bachelor, Universidad Latina, Heredia

January 2015 — December 2018

## Master, Universidad Latina de Costa Rica, Heredia

January 2019 — Present

# Courses

## Windows server, CTE Cisco CCNA I, II, ICAI-UNA

**Java Programming, ICAI-UNA Web Design, ICAI-UNA**

**GNU/Linux Server Administration, ICAI-UNA**

**Copper Cabling Test Technician CCTT, Fluke Networks Fiber Cabling Test Technician, Fluke Networks**

**NXT and EV3, Universidad Latina**

**References**

**Available upon request**