|  |  |  |
| --- | --- | --- |
| **Haris Avilez** | Haris\_avilez\_72@yahoo.COM  (510) 828-2197 | |
| **PROFILE**  A highly motivated professional with extensive software and hardware maintenance, computer operations and technical helpdesk support in a wide variety of customer service focused environments. People oriented; enjoy working directly with customers and the general public. Fully committed to providing the highest possible standards of customer service and support. Strengths consist of exceptional interpersonal, communication and analytical skills with strong knowledge in many operating systems and utilizes excellent problem-solving skills. Maintains highly productive working relationships with customers, subordinates, peers, and management. Goal orientated team player within diverse areas of the business community achieving superior end results. Excels in many working environments, including tightly knit working teams, independent and self driven projects and remotely from a home office. Fluent in English/Spanish.  **EXPERIENCE**    **Field Service Engineer, Arey Jones Educational Solutions, So. San Francisco CA**  08/2020 – Present  • Provided service and customer support during field visits or dispatched tie workflow to  schedule.  • Managed on site installation, enrolled, repaired, maintenance and update.  • Diagnose errors or technical problems, determine proper solutions, order and replace  parts.  • Produce timely, detailed service reports and document processes.  • Operate vehicle in a safe manner.  • Follow all company’s filed procedures and protocols.  • Cooperate with technical teams and share information across the organization.  • Comprehend customer requirements, hardware warranty and make appropriate  recommendations/briefings.  **System Engineer, ZEMEZYZ Productions, Fairfield CA** 01/2018 – 2/2020  • Installed and configured servers, laptops, desktops and network devices.  • Using technical and analytical skills and experience to find OS issues.  • Network devices firmware updates.  • Installation, troubleshoot various application and hardware problems and corrected  as needed.  • Implemented & maintained inventory, and manage upgrades and software/firmware  updates.  • Creating, configuring and updating different images for all the supported hardware.  **Systems Engineer, Nuance Communications, Remote Employee CA** 03/2013 – 10/2017  • Assisted systems engineering team to implement solutions as well as develop detailed  specifications and documentation.  • Identify, implement & maintain inventory, and manage upgrades and software  firmware updates of global server platforms.  • Interface directly with internal customers to implement and validate configuration changes,  troubleshoot issues, schedule and manage updates/upgrades, etc.  • Developed tools to deploy, manage, monitor and troubleshoot systems at scale.  • Provided mentoring and coaching to fellow and senior staff.  • Supported Corporate Business applications.  • After hours support is required to accommodate maintenance or special projects as well as  tier 3 support for incidents.  • Take direction from management and NSO to execute global security initiatives.  • Worked closely with support partners to promptly resolve incidents.  • Assisted in unifying global monitoring system.  **Systems Administrator, NOC Nuance Communications, Sunnyvale CA** 10/2011 – 3/2013  • Work with external client’s NOC to troubleshoot and correct network operations incidents.  • Manage escalations to higher Tier support functions if troubleshooting. • Creating, configuring and updating different images for all the supported hardware. • Responsible for monitoring the IVR, Mobile, Data communications networks to  ensure availability to all systems, users and resolves any data communications problems. • Released applications and updates to production infrastructure after tested and certified.  • Responsible for user add, remove and changes for access to the production VPN solutions.  • Testing the health of the IVR systems by following the call workflow and insuring that  it operates as expected. • Support the Data Domain Backup solutions across four US Data Centers. • Work with Nuance’s Internal India and UK NOC for shift and support transition.  **Test/QA, Starview Technologies, San Jose, CA** 7/2011 – 10/2011 (Contract)  • Perform manual testing of various java applications.  • Review product requirement documents, functional specifications, and involved in  developing test strategies, plans and documents.  • Worked with Business Analysts and Software Developers for bug reviews and participated  in QA meetings.  • Involved in audit meetings and given lead of group to reach QA testing goals.  **Systems Administrator, Computer Sciences Corporation, Santa Clara CA**  11/2005 – 10/2010  • Support LAN and WAN network issues including printing and installations for windows, Linux  and Unix systems. • Trouble ticket creation, troubleshooting and resolution, with excellent customer skills. • Creating, configuring and updating different images for all the supported standard  hardware. • User account administration which includes E-Mail and remote access application  configuration. • Install and Support desktops and laptops with Windows XP, Vista, 7, Linux, Mac and  Solaris OS with proprietary applications. • Provide remote network and desktop support for employees and contractors • Backup and restore user data on a regular basis. • Install wired and wireless Local Area Networks access point and troubleshoot network  problem.  **Systems and Accounts Administrator, INOVIS, Richmond CA** 11/2004 – 11/2005 • General ledger and month-end-closings with a focus on accounts receivable functions. • Executed and delegated data entry and order processing functions. • Solely responsible for Electronic Data Interface (EDI) operations. • Primary liaison between management, staff, suppliers, and customers. • Train and supervise staff members in areas of procedures. • Interface with customers and retail buyers to expedite orders. • Address a complexity of issues requiring immediate attention and resolution.  **Systems Administrator, Sun Microsystems, Newark CA** 02/2000 – 11/2002  • Working in team environment to analyze, troubleshoot and debug system problems.  • Using technical and analytical skills and experience to resolve problems.  • Familiar with TCP/IP, NIS, NFS, DNS network and distributed computing environment. component and concepts. Servers maintenance and troubleshoot.  **Systems Administrator, SiteRock, Oakland CA** 10/1999 – 02/2000  • Installed and configured home systems for remote connectivity, including setting  the physical network and troubleshooting any problems and system backup/recovery.  • Supported and installed various types of computing clients and OS including  Windows NT/98/2K/LINUX, Solaris 6 thru 9.  **Help Desk Specialist, Sun Microsystems, Milpitas CA** 03/1997 – 10/1999  • Installed and configured Sun Systems for remote access for ISDN, Modempool and DSL.  • Troubleshoot various software and hardware problems and corrected as needed.  • Support network, applications, passwords resetting and servers troubleshoot  **EDUCATION**  **•** Salvadoreño Alemán High School, El Salvador, San Salvador.  **•** Dr. José Matías Delgado University, El Salvador, San Salvador (BA Communications).  **•** Mission College, Santa Clara, CA (System Administration Certification 2001).  **•** Sun Microsystems University, Milpitas, CA (Essentials I /Solaris 1-3/ Solaris 8  Certification/ TCP/IP and C Shell).  **•** Chabot College, Hayward CA (Computer Science 92 Dynamic HTML).  **CERTIFICATION**    **DELL Technologies**  **•** *Client Course 2019*  **HP (Hewlett-Packard)**  **•** Accidental Damage Protection and Defective Media Retention Services  **•** Chromebook and Chromebox Service Qualification  **•** Commercial Desktops, Workstations and Notebooks Service Qualification  Release 5.0-2020  **•** Diagnostic Tools Overview, and Troubleshooting assessment  **•** Product Technology - Chassis Form Factor and I-O, CPUs, Memory, System Board, Graphics,  Display, Network, Power, Storage, Security Considerations and BIOS  **•** Service Basics - Basic Troubleshooting, Products Returns, Resources, Documentation,  Locating System Information, Warranty, Service and Assessment.  **•** Servicing HP Products - Assessment, Common Repair Issues, Desktop, Workstation,  Notebooks Repair issues, Safety Precautions and Before You Begin  **LENOVO**  **•** Accidental Damage Protection - RWSW209  **•** Service Technician Best Practices - RWSV210  **•** Warranty Basics for Service Managers and Claim Administrators - RWSW113  **•** Warranty Basics for technicians and Profile Administrators - RWSW112  **•** Warranty Service Authorization Exam - RWST016  **Bilingual: fluent in English and Spanish**  More information and references available upon request. | | **SKILLS**  **Operating**  **Systems:**  Windows XP, Vista, 7 and 10, Win Server 2003, 2008, 2016 and 2019 Solaris and Linux, Linux CentOS, Suse  **Networking:**  TCP/IP, Cisco routers and switches, Nortel VPN  VNC and Bomgar  **Hardware:**  Sun Servers,  Laptops, PCs and Chromebooks  (Toshiba, Sony, HP,  Lenovo/IBM, Dell and Fujitsu)  IPhone, Blackberry  **Security**  Norton Ani-virus  E-trust and McAfee  **Productivity Tools:**  MS Office  Open Office  Adobe Premier  Photoshop CS3  After Effects  Adobe Premiere  Sony Vegas  **Monitoring Tools:**  Nagios  OpsView  Zenoss  WSUS  Gomez  **Maintenance Tools:**  Active Directory  VMWare  Backup Exec  Citrix  WSUS  Ghost, USD  SUN ServiceDesk  Kickstart  **Emailand Calendar Applications:**  MS Exchange  Office Outlook  Lotus Notes  Thunderbird  POP, SMTP, IMAP  Active Sync  **Web:**  IIS, HTML, Flash  Dreamweaver |