

Aldrin Lira

aldrin.lira@gmail.com - aldrin.lira@hotmail.com

(626) 3204785 – (562) 3863991

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| Education | | | |
| 2007 – 2012 |  | | Systems Engineer  *University "Bicentenial Aragua" – Puerto Ordaz - Edo. Bolivar - Venezuela.* |
| Skill Include | | | |
| Programming: |  | | PHP, JavaScript, Ajax, Bootstrap, jQuery, AngularJS. |
|  |  | | C, C++, Java, C# and Pascal.  HTML 5, CCS Advanced. |
| Databases: |  | | Oracle, SQLServer and MySQL, PostgreSQL, Filemaker. |
| Programming environments: |  | | C + + Builder, NetBeans, Visual Studio 2013-2016, Filemaker Studio, Microsoft Access. |
| Web Application Framework: |  | | ASP.NET MVC Framework. |
| Web development tools: |  | | Adobe Dreamweaver CC, Adobe Flash CC and PHP Symfony Framework. |
| Web Design Tools: |  | | Adobe Photoshop CC, Adobe Fireworks CC and Adobe Illustrator CC |
| Tools for Web Content Management: |  | | Joomla, WordPress, handling and configuration of components, modules and plugins. |
| Tool Management Web Course: |  | | Moodle 1.9 and 2.0, handling and configuration of components, modules and plugins for Moodle. |
| Digital Phone System: |  | | Asterik, NEC telephone systems, configurations using Voice over IP VoIP connections to software phones running on PC and to phone service providers that you can connect to over the internet |
| Travel Agency Software: |  | | Amadeus Selling Platform, Sabre Workspace. |
| **Computer Support & Security Cameras Hardware Tech:** |  | | Help Desk, Implementation, Installation, Issue Tracking Systems (ITS), Modem Hardware, Troubleshooting, Router Troubleshooting, Systems Administration, Tech Support, Software Troubleshooting, Remote Access, Software Support, troubleshooting servers, computers, wireless, switches, printers, copiers, mobile devices, computer assembler. Software installation and application support. Antivirus updates and virus removal. Provide support to end users locally and remotely. Active Directory, GPO, Outlook, Backups. Cable installation, CCTV cameras installation, DVR configuration, access and support. |
| **Warehouse Experience** |  | | Forklift / Clamp Driver (Licensed), Automatic Pallet Jack, Clerical in WMS/TMS. |
| Courses Completed | | | |
| 2006 – 2007 |  | | Computer Programmer Analyst (6 Levels / 1year) CENTRAL UNIVERSITY OF VENEZUELA. |
| January 2006 |  | | Computer Maintenance and Repair (30 hours). CENTRAL UNIVERSITY OF VENEZUELA. |
| January 2006 |  | | Network Administration with Windows server (30 hours) CENTRAL UNIVERSITY OF VENEZUELA |
| August 2009 |  | | Induction Workshop of International Programs Linux Certification (4 hours). TECNOLINUX, C. A. |
| 2007 - 2012 |  | | English Levels I, II, III and IV completed in the Bicentennial University of Aragua. |
| Work Experience | | | |
| 2017 – November 2021 | | System Analyst & IT  *Qualex, Inc. Commerce CA, Phone: 323-268-7496 - Gloria Moungian/Director of Systems and Process Controls* | |
| Supporting all desktop IT Services including desktop PCs, laptops, smartphones, IP telephony, meeting room video conferencing and office printing. Manage routine maintenance jobs, database backups & ensure that they are secure & reliable.  Duties: Meeting employees face to face and handling & prioritizing problems. Installing and configuring computer systems using different build technologies. Perform routine backups & archival of files to assist with disaster recovery. Escalating and identify any critical issues. Analyzing user support statistics/data and recommending appropriate measures. Answering incoming calls from clients, processing emails and logging calls. Following procedures/checklists and updating support documentation. Working with Windows servers & applications within a mixed OS environment. Working on large scale storage and backup systems. Create reports for WMS system "Ramp" through iReport. | | | |
| 2014 - 2017 |  | | IT & Programming Developer  *PCSOLNET, South Gate CA* |
| Provided technical assistance to customers on inbound telephone tech support calls. Used remote access to perform troubleshooting when needed. Walked customers through step-by-step process for troubleshooting hardware issues. Assisted customers with anti-virus program installations and virus removals. Used good problem-solving skills for troubleshooting problems. Used great customer-service skills. | | | |
| 2014 - 2014 |  | | Webmaster  *Design, programming and administration of these sites:*  [**http://www.heavenishere.org**](http://www.heavenishere.org)  **http://www.askewfamily.org**  **https://laindianatamales.com**  **https://eaglewingsexpressinc.com**  **https://truemeasureinc.com** |
| * Created and developed new websites based on client goals and requirements to achieve web industry standards. Established criteria and strategy to grow brand presence online using Google Analytics & Google AdWords. Developed online scheduling system form using PHP and HTML5 which previously did not exist. Implemented custom HTML5 code into CMS system based on client needs. Research, document and develop keywords for SEO purposes to maintain top search engine ranking. Migrated global websites to new content management system. Worked with vendors to deploy Adobe analytics tool to websites, adding greater insight into web performance and conversions. | | | |
| 2013 – 2014 |  | | Network Administrator  ***School ”El Libertador”***  Valery POS Systems setup, installation and training. |
| Upgrade and maintain technical functionality of main company website and subsidiaries. Constantly improve accessibility and functionality of website interface to ensure end-user satisfaction. Coordinate with multiple departments to address technical issues and troubleshoot systems. Research the latest technological innovations and analyze their potential for use in company web systems. | | | |
| 2010 – 2013 |  | | Computer System Programmer Analyst  ***HPC Venezuela, C. A.*** *Puerto Ordaz – Bolivar State – Venezuela -* [*http://www.vhpc.com.ve*](http://www.vhpc.com.ve) *Affiliate company of* ***HITACHI technologies, Ltd.***  Design, development, documentation and implementation of a **Man-Hour Tracking System**  Design, development, documentation and implementation of **Inventory Control System** |
| Managed SQL Server 2012 Reporting Services environment. Generated SQL Server 2012 Reporting Services reports and automated spreadsheet reports used by product management, sales, purchasing, finance, and customer service groups. Initiated programming and formulas to provide solutions to user requests; assisted in design, development, testing and documentation of new software applications such as a purchase order log, demand forecast application. Coordinated with programmers and analysts to create Business Objects written in Visual Basic which allowed users to select specific fields and apply filters when creating SQL statements. Administered three global gateways using SQL Server 2012 in a Windows Server 2003 environment. | | | |
| 2009 – 2010 |  | | Webmaster  *Design, programming and administration of these sites:*  **http://www.maranathapuertoordaz.com and http://www.macrosistem.com**  Design of the first edition of the Business Expansion business directory paper edition and web page.  **http://www.expansionbusiness.com** – not active – |
| 2007 – 2008 |  | | Technical Support Manager  ***Mercantil Milenaria, C. A.*** *Puerto Ordaz – Bolivar State – Venezuela*  Interpreted and complied with given work orders and customer specifications to build custom computers. Joined, assembled and set up various hardware parts, cables and other required components. Tested and debugged assembled computing devices to ensure proper functioning. Made recommendations for and built low-cost and highly efficient computer system. Detected, documented and mitigated all risks associated with computer assembly. Enforced and complied with Occupational Health and Safety regulations and practices. Scheduling and dispatch of computer technicians to customer sites. Design, development and implementation of a file management system |
| 2007 – 2008 |  | | Instructor of “Introduction to Programming and Computer Architecture” course  ***Universidad Bolivariana de Venezuela.*** *"Mission Sucre" Puerto Ordaz – Bolivar State – Venezuela* |
| 2006 – 2007 |  | | Trainer assistant to “Computer Programmer Analyst” Course  ***Universidad Central de Venezuela****, Porlamar – Nueva Esparta State – Venezuela.* |