Arturo Hidalgo

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**Summary**

I am an IT professional with background on a wide variety of software, hardware, and information systems. I have a track record as a versatile trainer, system problem solver, and team leader. I enjoy working in fast paced, high-pressure environments. I like to improve processes, and the constant updating and implementation of policies and procedures. I have a reputation for practical applications, decision-making, and superb customer service.

**Professional Employment History**

**All Star Directories February 2015 – October 2019**

**Desktop Support Technician**

Hardware and software implementation, update and repair

IT support in person, over the phone, and remote desktop for 60+ users (Windows and Mac OS)

Purchasing and setup of desktops, laptops, servers, and handheld devices

Research for new technology to satisfy company demands

Active Directory management

Virtual machine and VPN setup and maintenance,

Basic Networking maintenance and troubleshooting

Coordinating and upgrading operating systems

Helping with the PCI security implementation

Managing VOIP phones

Implementing and supporting applications like Windows 7-10, Mac OSX, Adobe Creative Suite, MS Teams, Slack, Office 365 (OneNote, SharePoint, etc.), JIRA, Dameware, Barracuda, PowerBI, Prophix, GoToMeeting, Traps (Palo Alto), etc.

**Independent Contractor for Small Businesses August 2014 – February 2016**

Support onsite-offsite for all IT needs for small businesses.

**Tether Inc. April 2012 – August 2014**

**Desktop Support Technician**

IT support for onsite-offsite users in an environment 80% Mac and 20% Windows

Hardware and software implementation, update and repair

Purchasing and setup of desktops, laptops, servers, and handheld devices

Research for new technology to satisfy company demands

Help with budgeting and planning for the IT department

Data backup, recovery, and backup tape management

System reimaging

Assisted with the Network administration (Open Directory and Firewall)

Helpdesk ticket administration (Kace 1000)

Install, set up, troubleshoot, maintain and support of audio and video conference equipment

Creating and updating policies and procedures

Helped in the successful migration of servers and IT infrastructure to new location

Planning, managing and supervising projects for new offices

Support for Adobe Suite software, all versions of Office for Mac and Windows, Windows XP, 7, 8, Mac OSX,

Mac Server 4.0, FontServer, GoToMeeting, Google Hangouts, iWork Suite, Toast 11, Sonos, Skype, CRM

Software, iCal, Apple Mail, MailChimp, etc.

Server Hardware: Mac Pro 5.1 (6 Core Intel Xeon 32 GB), Disk Vtrak Promise 40Tb, Kerio Connect (email)

**Russell Investments (contract through Robert Half and CGI) April 2011 – Dec 2011**

**IT Desktop Computer Service Technician (Full Time Contractor)**

IT support in person, over the phone, and remote desktop (Windows XP, Windows 7, Mac OSX, Linux)

Equipment, software and patch company-wide deployment

Participated and helped coordinate the deployment of over 300 laptops

Hardware and software implementation, update and repair

Helped coordinate the implementation of new software to over 1500 users

Coordinated with other teams the implementation of new policies, and procedures

Data Recovery

Re-imaging

RSA Administration

Active Directory and DNS

Help desk ticket administration (Remedy)

Software: Remedy, Microsoft Office Suite 95-2010, Mac OSX Bloomberg, FactsSet, MyStateStreet, Symantec

Enterprise, OneNote, Microsoft Office Communicator (now Lync), Nuance PDF Creator, Photoshop, Illustrator,

Adobe Acrobat, Portico, Salesforce for Outlook, SQL Server 2005-2008, Exchange 2003-2008, Verizon Access

Manager, Visio, WinZip, Steelhead, VMware, WebEx, AnyConnect, HTML, CSS, familiar with Nfuse/Citrix.

**Screenlife LLC/Paramount Pictures Dec 2007 - Jan 2010**

**IT Tech Support-Systems Administrator Assistant (Full Time Contractor)**

IT help desk (Windows 95-7, Mac OSX 9-10.6, Linux Ubuntu)

Backup administration

Server maintenance and administration

LAN troubleshoot and maintenance

Budget planning

Phone system maintenance

Data recovery and reimaging

Hardware and software implementation, update and repair

Purchasing of new technology such as servers, switches, routers, etc.

VPN and A/V setup and troubleshooting

Documentation of policies and procedures

Monthly software/hardware training to 20-30 people

Calculation, interpretation, and implementation of Medicare Fee Schedules

Communicate with provider offices of health care insurances regarding claims, contracts, and member issues Budget planning and implementation

**Education**

CompTIA A+ Certification (2019)

AWS Certification in Process

Database Design and Administration Certificate, Seattle Central Community College

Office Assistant and Customer Service Certificate, Bellevue Community College

Professional Technician in Industrial Maintenance Degree, CETIS #12 (Mexico)