Alejandro Santiago

I.T. Specialist

🎯 Professional Summary

Highly skilled I.T. Specialist with a broad base of experience in technical support, operations, administration, and development. Extremely skilled at focused and creative problem resolution, delivering high levels of customer and client satisfaction, collaborating with internal and external entities, and an uncanny ability to consistently respond favorably to a wide range of technical challenges.

💼 Work History

2019-07 - Current

Information Technology Specialist

TCC Software Solutions, Indianapolis, IN

- Increased overall company technology productivity by 25%.
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
- Worked closely with management teams to plan, develop, coordinate and execute technical strategies aligned to client's vision, mission and purpose.

2018-10 - 2019-07

I.T. Application Administrator

Hirschbach Motor Lines Inc., Dubuque, IA

- Implemented new applications, features and enhancements to existing applications in order to keep company operations above 99%.
- Managed, Maintained and Administration CISCO Unified Communications Systems to include Call

👤 Contact

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🤝 Skills

End-user support
●●●●●

Network administration
●●●●●

Problem-solving skills
●●●●●

Device configuration
●●●●●

Confidential data management
●●●●●

Hardware installations
●●●●●

Software updates
●●●●●

Advanced computer proficiency
●●●●●

Customer service expert
●●●●●

Manager, Unity Connection, UCCX Administration, and VistaPoint integrated platform.
- Maintained and monitored Barracuda Spam Firewall, Outlook Exchange Admin, vSphere Web Client and VMHorizon 7 Administration, Spiceworks Ticketing and ScreenConnect implementations, and VEEAM backup applications.

2017-12 - 2018-10

Information Technology Specialist

Hirschbach Motor Lines Inc., Dubuque, IA

- Resolved escalated issues by serving as subject matter expert on wide-ranging issues. Reduced number of longstanding issues by 90%.
- Facilitated best user experience through continuous support, training classes, webinars, improvements and communication of system changes.
- Performed daily system monitoring, verifying integrity and availability of hardware, server resources, systems and key processes.

Education

1999-08 - 2001-07

High School Diploma

Pine Forest High School - Fayetteville, NC

Certifications

2021-10

PCEP - Certified Entry-Level Python Programmer, October 2021

Software

PCEP - Python Programming Language

●●●●● Excellent

C Programming Language

●●○○○ Average

HTML, CSS, JavaScript

●●●○○ Good

OOP - Object Oriented Programming

●●●●○ Very Good

CISCO CM (CAll Manager)

●●●●○ Very Good

Java Programming Language

●●○○○ Average