•Proficient in utilizing Salesforce to store and manage client information, including contact information, account details, and interaction history.

• Use Salesforce to create and automate tasks and workflows, which frees up my time to focus on more strategic initiatives.

•Handle incoming support requests from users promptly and courteously.

•Software repair and maintenance, using remote tools to take over the user's equipment.

•Perform hands-on fixes at the desktop level, including installing, upgrading, and patching software, bios, and firmware, implementing file backups, configuring systems and applications, testing, maintaining, monitoring, and troubleshooting end-user workstation, hardware assets, windows domains, VPNs, Windows Access, BitLocker requests, and networking Printers.

• Escalation procedure on Service in real-time.

•Advanced Office 365 & Microsoft Outlook features, such as creating rules and filters, managing multiple accounts, and using the Send/Receive Groups feature, Profiles Creations, IMAP, and POP3.

• Flushing DNS, performing DNS lookups, renewing DHCP, and checking TCP/IP settings server to ensure proper network configuration.

•Run tests and interpret results to make effective recommendations.

•Upsell and spontaneously offer additional products and services.

•Cloud Recoveries & Repair Boxes.

•Primary contact for major clients, adeptly handling various inquiries and requests.

•Utilized a web-based ticketing system to create, manage, and deliver support tickets through phone, email, and online channels.

•Successfully deployed, serviced, and upgraded various machines, ensuring optimal performance and uptime.

•Possessed a keen ability to diagnose and resolve complex technical issues for multiple clients on a daily basis.

•Streamlined PC replacements and new hire onboarding/offboarding processes, including efficient equipment retrieval and setup.

•Demonstrated proficiency in a broad spectrum of IT domains, including ITGlue, VPNs, proxies, networking, directory services, system administration, software management, remote connections, virtualization, computer architecture, permissions, and process management.

•Specialized in data management and recovery, IT security, cryptography, encryption, hashing, and network security, actively safeguarding data integrity and confidentiality.

•Leveraged expertise in Microsoft 365, Azure, Jupiter, Citrix, and TCP/IP protocols to facilitate seamless integration and functionality.

I find joy, in spending time with nature and pushing myself through intense workouts. I also highly value the moments I get to socialize with my family. Coming together we share experiences and stories forging connections that warm the heart and are crucial for my well-being. It's a pleasure to be in the presence of loved ones, which constantly reminds me of the importance of nurturing relationships.

Furthermore, I am deeply committed to keeping up with the technology trends. My proactive approach involves learning about emerging developments, within cloud computing and networking fields. I invest time in self-guided learning, online courses, and attending workshops to gain an understanding of these domains.

My passion, for embracing technologies and my enthusiasm to contribute to the progress of my team demonstrate my dedication to achieve excellence in every aspect of my IT career.

IT Cybersecurity Administration Engineer

El Protocolo de Internet (IP) es un conjunto fundamental de reglas que rigen el formato y el direccionamiento de los paquetes de datos que se envían a través de Internet u otras redes de computadoras que utilizan la suite de protocolos de Internet. Esencialmente, IP define la estructura de los paquetes de datos y cómo los dispositivos (como computadoras, teléfonos inteligentes y servidores) se identifican y se comunican entre sí en una red.

**Funciones del protocolo IP:**

* **Direccionamiento:** Asigna una dirección IP única a cada dispositivo en la red, lo que permite identificarlos y localizarlos.
* **Enrutamiento:** Determina la mejor ruta para enviar los paquetes de datos desde el origen hasta el destino a través de la red.
* **Fragmentación y reensamblaje:** Divide los datos en paquetes más pequeños (llamados datagramas) para su transmisión y los reensambla en el destino.

**División de la información en paquetes de datos:**

Cuando se envían datos a través de IP, se dividen en unidades más pequeñas llamadas paquetes. Cada paquete contiene una parte de los datos, junto con información de encabezado que incluye la dirección IP de origen y destino. Este proceso de división se llama fragmentación.

**Determinación de la ruta de un paquete de datos:**

Los routers son dispositivos de red que utilizan tablas de enrutamiento para determinar la ruta que debe tomar un paquete de datos para llegar a su destino. Estas tablas contienen información sobre las direcciones IP y las interfaces de red conectadas. Cuando un router recibe un paquete, examina la dirección IP de destino y consulta su tabla de enrutamiento para encontrar la mejor ruta hacia adelante.

**Entrega de paquetes de datos:**

Una vez que un paquete de datos llega a su destino, el dispositivo receptor utiliza la información del encabezado para reensamblar los paquetes en el mensaje original. IP no garantiza la entrega de los paquetes en orden o sin errores, ya que es un protocolo sin conexión. Sin embargo, otros protocolos, como TCP, se utilizan en conjunto con IP para proporcionar una entrega confiable de datos.