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EXPERIENCIA LABORAL

NetSpectrum (November 2017 – September 2019)

Matamoros, Mexico

Systems Technician

I was in charge of accounting for all inventory, recording each item's serial number. the company requesting the service. Organized work groups, assigning activities, verifying production processes. Recorded in database estimated time of service, quality of service and personnel in charge. program modules of its web page which were data extraction from database, collection of customer information, service logs.

School #11 Hilario Jasso de la Cruz (October 2019 - September 2020)

Matamoros, Mexico

Systems Assistant

Performed preventive and corrective maintenance on all computer equipment in the facility, recording in a logbook which equipment was already being serviced or pending. I was in charge of the administration of the networked devices, so that the connection of these devices was not lost. I performed structured cabling within the facilities, as tidy as possible, as well as easy access for times of cabling migration.

Maderería y Ferretería Veracruz S.A de C.V. (June 2021 – September 2021)

Matamoros, Mexico

Systems Engineer

Material registration in MacroPro, analysis of sales margins, invoicing within SAT to certain customers, structured cabling to buildings, management and administration of surveillance cameras. Analysis of material purchases, verification of duplicate sales, authorization and verification of payments to the production area, registration of network users, as well as credentials and permissions within the server. Administration and maintenance of Linux server software, administration of data backups. Python programming of software for invoicing and printing of receipts, programming of auxiliary system in case of failures, as administrator and verification of items and their costs.

Lobo Squad Supplement Center (September 2021 – August 2022)

Matamoros, Mexico

Systems Engineer

It performed analysis of the networked systems, verified the consumption of the devices and thus was able to improve the performance within the network. I programmed the customer service assistants, so that in moments when the customer requests information and some personnel cannot answer, a robot would be in charge of communicating with the customer and help as much as possible. She negotiated with suppliers, made payments for purchased supplies, as well as accounting and verifying that the requested items arrived on time and in the desired condition. I also captured each of the new products in the system.

EDUACTION

- **Centro de Bachillerato Tecnológico Industrial y de Servicios No 135**
Computer Equipment Maintenance and Support Technician.
- **Instituto Tecnológico de Matamoros**
Computer Systems Engineering

SKILLS

- Work under pressure
- Teamwork
- Multifunctional
- Customer Service
- Team management
- Troubleshooting
- Proactivity
- Communication Accessibility
- Smart learning

KNOWLEDGE

- MacroPro
- Office Suite
- Billing
- HTML 5
- CSS
- JS
- LAN Network
- Data Base
- Hardware troubleshooting
- Software troubleshooting
- MySQL
- IP Telephony