

IT Specialist Support IT Specialist Support IT Specialist Support - Signature Mortgage Inc Novi, MI  
Authorized to work in the US for any employer Work Experience IT Specialist Support Signature  
Mortgage Inc - Canton, OH October 2018 to July 2019 Canton - Ohio October 2018 - current  
part-time Since 1996 is an INC 500 fastest growing lender company. Position Title: IT Specialist  
Support LAN Administrator and Technical Support. Inventory the hardware and software.  
Documentation the FAQ applying RCA. Troubleshooting of issues in desktops/laptops with  
Windows 7/10 and printers. Windows 2016 Server Administrator and hyper-Virtual servers.  
Setup the new computers, install the software, drivers, applications, antivirus, office cloud,  
encompass loan application. I create a plan of preventive maintenance of HW/SW of workstations  
and servers. Network Administrator Canton, OH 2016 to September 2018 Immigrant Worker Project  
- Canton - Ohio 2016- September 2018 NGO dedicated to the struggle for justice and human  
dignity for rural immigrant workers. Position Title: Network Administrator LAN and Wire Less  
Administrator. Users account management in local domain. IT Support and upgrade de hardware  
and software Windows, troubleshooting OpenOffice suite. Replaced the SATA hard drive by SSD in  
laptops to improve the performance. Installation of File Server and implementing the access  
policies to shared folders/files. Backup/Restore Administrator with EaseUS Todo Backup. I  
improved the information's access and security moving the files from workstations to server. Group  
policies applied IT Infrastructure & Systems/ Network Administrator DRP Smelter and Refinery - Per  
2001 to 2015 at USA) 2001-2015 Is a mining and metallurgical company, is one of the largest  
corporations in the Peruvian central Andes. During 2007 was the country's fourth largest exporter,  
with annual sales of US\$ 1,450 million. It provides the global market with Copper, Zinc, Lead and  
Silver. Position Title: IT Infrastructure & Systems/ Network Administrator Administrator of  
multiple IT services 24x7 and on-call including the service desk and remote support in the main  
data center and 4 branch offices with attention to 2,500 users exceeding levels 95% of end-user  
satisfaction applying ITIL with Peregrine Systems Ticketing Administrator of ERP People Soft,  
MAXIMO, Primavera, Microsoft Exchange Server, Domain Controllers, Active Directory, DHCP,  
WINS, Hyper-V, Databases. Network Administrator of LAN/WAN TCP/IP with 60 switches Cisco

Catalyst 4500, 3Com, Allied Telesis media converters and 60 Konica/Xerox printer's management. Preventive Maintenance. Wireless Network Administrator of 50 Cisco Access Point indoor Aironet in mesh mode with Wi-Fi LAN Controller and Cisco Works to extend the network in the industrial campus. Windows Systems Administrator in platform Microsoft 2003/2008/2012 Server and Red Hat Linux Administration installed in 40 servers Dell PowerEdge, HP ProLiant, IBM Blade Center, IBM SAN DS4800 with Tivoli Enterprise Framework, General Network Sniffer, and Orion SolarWinds to monitoring and control. RAID implementing and preventive maintenance. 1 IT Support in HW/SW for 2,000 PCs, 250 laptops (Lenovo/HP/Dell) Windows XP/Vista/7/8/10, MS Office, Project, Visio, AutoCAD. Upgrade/replaced the hardware in workstations. Cloning. Knowledge, experience and documentation of security and control standards such as Sarbanes-Oxley, ISO9000, ISO14001, COBIT, Ethical Hacking, Business Continuity Management, Disaster Recovery Plan, Data Center Services, Access under biometric, check-in records, control, precision A/C, UPS, structured wiring, fiber optic, fire alerts management panel control and periodic testing integral systems of security. Administration and support of industrial network and monitoring environmental with Windows and SCADA systems using equipment Allen-Bradley and Rockwell Automation software. Network Security Administrator, management of network security devices such as firewalls Juniper Networks, Check Point and Fortinet. Administration and monitoring of IPS/IDS Intrusion Systems of the Juniper Networks. Management of technologies Antispam cloud, Web Filter Websense, Kaspersky and Symantec Antivirus Enterprise. Applying updates/patches with Microsoft WSUS, GFI software and Backups/Restore with IBM Tivoli TSM/ArcServe and LTOs tapes. Technical leader at Peru of the Project of Migration of the platform from Windows NT 4.0 & Exchange 5.5 to Windows 2003 & Exchange 2003 in coordination with the I.T of Doe Run Company at Saint Louis, Missouri. Responsible to building working relationships with stakeholders, core team members, internal team members, external customers, and providers. Evaluation and implemented the new technologies to support the core business. Education Project Management New Horizons Computer Learning Centers 2016 Bachelor's in Per Scientific University of South 2008 to 2012 Cisco CCNA at iSIL Tech

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