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Ecatepec de Morelos Edo. Mex.
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Joaquín Antonio Barranco Ayala

Objective: Economic and work Stability

Experience

February 2022 to Date Diebold Nixdorf México CDMX

L1 Support Specialist

- Remote user support
- I'm member of the H&M Help Desk Project
- We provide support to all H&M store son Latin America (Colombia, Peru, Chile, Puerto Rico, Mexico)
- I'm in constant comunication with ISP providers, and members of the L2 team solving all kind of incidence on stores related with Diebold Nixdorf hardware and software

June 2016 – February 2022 Financiera Labor SAPI de CV SOFOM ENR CDMX

Technical support

- On-site and remote user support
- I support 24 of the 53 branches of the company, and I constantly check inventories and physical condition of computer equipment
- I give corrective and preventive maintenance to all the computer equipment in office
- I made constant adjustments to the electrical infrastructure and structured cabling of the offices
- I implemented a Linux based cloud server in corporate
- I have configured email clients on mobile devices and desktop clients
- I am in charge of the company's IT asset inventory
- I carry out the monitoring and maintenance of the company's servers (Ubuntu and Windows)
- I have conducted laboratories in virtualized environments using tools such as Hyper V and Virtual Box
- I give support at administration level of accounting systems such as COI, NOI and COMPAQ

September 2015 May 2016 Solium Mexico Mexico DF

Technical support

- I was in charge of the supervision of the installation of the new Solium México offices located in Paseo de la Reforma No. 403
- I provide technical support to users on site and remote on Windows and Linux operating systems
- I was in charge of the company's IT asset inventory
- I carry the monitoring and maintenance of the company's servers (CentOS)

November 2010 September 2015

Dictec

Mexico DF

Systems Manager

- I was in charge of the maintenance and updating of the company's computer network
- I did the network installation in new offices
- I provided technical support via remote and on site and by telephone as well.
- Assign custom email accounts to company staff
- Implement wireless network in offices
- Update equipment and configurations on office computers both headquarters as offices on site
- I carried out preventive and corrective maintenance to the computer equipment in both SW and HW
- Implement Intranet Site
- Updated models of the Company's website
- Train staff in the use of web and accounting platform functions
- I made the software configurations of the equipment (Office 2010 and 2013, AutoCAD 2014 and 2016,)

July 2009 to November 2010

Sodexo Mexico SA CV

Mexico DF

Technical Support Manager

- I was in charge of the Technical support of the company's computer equipment, both in Corporate Offices and foreign offices
- I carry out the backups of the users' equipment and carry out the administration of the equipment inventories
- I currently make internal modifications to the company intranet using the Adobe CS3 suite
- I perform consumables for computer equipment such as cables, terminals, and maintenance to structured cabling
- I perform maintenance on the wired and wireless networks of both corporate and foreign offices
- I perform preventive and corrective maintenance on the structured cabling of the offices
- I perform maintenance on the SW used in the accounting tasks of the company, such as databases and redirections to servers
- I perform periodic maintenance on the company's servers

August 07 - July 2009

Dictec

Mexico DF

Systems Manager

- I was in charge of the maintenance and updating of the company's computer network
- Perform network installation in new offices
- Provide technical support via remote PC-to-PC from one office to another, as well as by phone
- Assign custom email accounts to company staff
- Implement wireless network in offices
- I updated equipment and configurations in the computers of the central offices as well as offices on site
- Perform preventive and corrective maintenance to computer equipment both in

SW and HW

- Install Windows Server 2003 New in Office
- Train staff in the use of server functions
- I made the software configurations of the computers (Office 2007, AutoCAD 2008, Norton Antivirus 2008)
- Developed the company's website

December 06 - August 07 National Bank of Mexico SA Mexico DF

Cashier Operator

- Perform window operations to the general public
- In four months, I was promoted to the preferential client's window where I carry out operations to business owners and operations abroad
- Support in the realization of reports and control formats of sales and branch personnel
- I received supervision courses in the cashier's area where the administration and closing of the branch is carried out

July - December 2006 Application of Isotopos y Metrología SA Mexico DF

Route supervisor

- Perform the installation and maintenance of computer equipment in the messaging department
- I supervised the distribution of routes of the messengers via PC with the help of satellite tracking equipment
- I was in charge of installing the department's network

March - July 2006 Power and Point Mexico DF

Software and Customer Service Supervisor

- Monitor the installation of company-issued software
- Train the personnel in charge of receiving and reviewing reports and routes
- Perform the installation and maintenance of satellite tracking equipment
- I was in charge of the preparation of reports and supervision of tours managing MS Office

2004 - 2005 Medius Mexico DF

Module Supervisor

- I carried out and supervised the installation of 88 computer equipment in urban trucks in the Federal District
- Manage a group of 6 people in carrying out maintenance and updates to the equipment
- Train new staff for maintenance and updates remotely

2002 - 2004 Network Mexico DF

Group Supervisor

- Perform corrective and preventive maintenance to public chip card telephones
- Monitor and distribute work routes
- Train new staff

2001 - 2002 Devlyn Optics Mexico DF
Plastic and Glass Warehouse Manager
• Control inventories in the company system
• I reviewed and carried out the physical inventories of the warehouse
• Fixed warehouse resource and materials control errors

Education

2020 Online Technological University UTEL
• Intermediate Engineering Assistant degree (pending)
• Currently pursuing a Bachelor of Computer Systems Engineering

2015 Investigation Institute Cybernetics
• Diploma in Linux Servers Mexico DF

2009 Institute of Cybernetic Research Mexico DF
• Diploma in Windows 2000 - 2003 Server Networks

2002 - 2005 Cecati 90 Mexico DF
• Open Technical Baccalaureate
• Computer Technician Career

Interests

Constant training, Finish my career, Puzzles, Reading and Scale Models.