

# Carlos Alberto de la Guardia Pirdra



Technology-inclined professional possesses strong troubleshooting capabilities and a customer-oriented attitude. Experienced in providing network and software support to users and developing and implementing technical solutions. Adept at analyzing system performance and security to drive optimal user experience.

## PERSONAL INFO

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## WORK HISTORY

### IT Support Specialist and Help Desk

INFOGA, SAN NICOLÁS DE LOS GARZA

2022-10 - PRESENT

In August 2022 I moved to Mexico to study at the Universidad Autónoma de Nuevo León. After a while, I started working at Infoga, an Internet and electronic security service provider, located in Escobedo, Nuevo León.

- Provide remote and on-site support for laptops, PCs, printers, mobile devices, and other equipment.
- Provide technical support for software or hardware maintenance and installation.
- Diagnose and troubleshoot wireless network outages.
- Installation and maintenance of CCTV systems.

### Specialist in Telematics (Network Management Group)

ETECSA, SANTA CLARA, CUBA

2021-06 - 2022-07

In June 2021, a change was made in the organizational structure of the ETECSA Company, so I became a Telematics Specialist in the Network Administration Group. In this new position, in addition to the functions I had previously, I have had to assume new ones:

- Perform the supervision of the technological sites in the specialty of Transmission.
- Participate in field tests for the introduction of new technologies and certify that they meet the requirements for operation.
- Participate in the identification of vulnerabilities in the telecommunications network, and propose actions to mitigate or eradicate them

### Specialist in Telematics (Operations Support Group)

ETECSA, SANTA CLARA, CUBA

2013-01 - 2021-05

After completing the period of job training, I held the position of Telematics Specialist, attending the engineering of the Network. In this position I have served:

- Carrying out studies of the different performance indicators of the telecommunications network and proposing actions to optimize the physical and logical resources that compose it to improve these indicators.
- Managing the processes of acceptance and start-up of the investments made, according to the protocols and standards of the specialties of Switching, Transmission, Tele-traffic, Access, and Energy
- I have managed to carry out projects that have solved existing service needs in remote rural communities by optimizing the use of equipment.
- Design and implementation of the GPON network in the Cayo Santa María Tourist Pole

### Training Technician

ETECSA, SANTA CLARA, CUBA

2011-09 - 2012-09

In this period, I became acquainted with:

- The Operation, Maintenance, and Homologation of Energy and Backup Systems for Telecommunications Equipment.
- The design and installation of Integral Protection Systems for Telecommunications equipment.
- Measurement and analysis of radio signal propagation
- Installation, Operation, Maintenance, and Solution of Faults of Radio-link equipment, mainly from the manufacturers Huawei, Nokia, and Ericsson.
- Characteristics and types of Fiber Optics.
- Installation of Fiber Optic Networks, complying with technical standards.
- Measurements for Fault Detection in Fiber Optic Networks.

## EDUCATION

- **Telecommunications, Master Degree in Electrical Science**  
UNIVERSIDAD AUTÓNOMA DE NUEVO LEÓN, SAN NICOLÁS DE LOS GARZA, NUEVO LEÓN, MÉXICO 2022-08 - PRESENT
- **Telecommunications, Diploma in Network Administration**  
UNIVERSIDAD CENTRAL "MARTA ABREU" DE LAS VILLAS, SANTA CLARA, CUBA 2017-09 - 2018-07
- **Telecommunications, Degree in Telecommunications and Electronics Engineering**  
UNIVERSIDAD CENTRAL "MARTA ABREU" DE LAS VILLAS, SANTA CLARA, CUBA 2006-09 - 2011-07

## SKILLS

- Teamwork skills
- Self-learning
- Analysis and critical thinking
- Adaptation to new scenarios
- Logical and mathematical reasoning
- Hardware and software installations
- Networking Tools and Protocols

## SOFTWARE

- Office 365
- Python
- MATLAB
- Wireshark software

## LANGUAGES

- Spanish 
- English 

## COURSES

- **Basic Course of IP/MPLS Networks** 2013-03
- **TCP/IP network architecture. WAN Networks** 2014-09
- **WLL Multigain Wireless Innwave ECI Telecom System. Operation and Maintenance** 2015-11
- **DSLAM ALCATEL ISAM7302, 7330-735x. Management System 5520 AMS** 2015-04
- **SDH-OSN Network Course (1500B, 2500, 3500, 7500)** 2015-02
- **GPON - ZTE system. Basic Course for Network Engineering** 2015-01

■	<b>SAP ERP MM Course. Materials Management</b>	2016-05
■	<b>Huawei OptiX RTN-905 Equipment Operation and Maintenance Course</b>	2017-06
■	<b>Huawei WLAN. Planning and Design with SVA 3200</b>	2017-09
■	<b>Python Essentials 1 and 2 by Cisco</b>	2023-01
■	<b>Data Fundamentals by IBM</b>	2023-05
■	<b>English for IT by Cisco</b>	2023-09
■	<b>Play it Safe: Manage Security Risks by Google on Coursera</b>	2023-09
■	<b>Foundations in Cybersecurity by Google on Coursera</b>	2023-09