

Diego Fernando Loaiza Guendica

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PROFILE

Bilingual IT Support Specialist & Systems Engineer with 15+ years of experience delivering Tier 1–2 technical support, systems administration, and infrastructure solutions for global organizations. Proven track record in reducing downtime, improving ticket resolution speed by up to 25%, and training high-performing teams. Skilled across Windows Server, Oracle-based systems, networking, cloud platforms, and ITIL service management. Certified in Oracle Cloud Infrastructure and ITIL Foundation.

CORE SKILLS

****Systems & Platforms**** – Windows OS, Windows Server 2008/2012, VMware, Oracle-based software, Google Workspace, Microsoft 365, Lotus Notes.

****Networking & Security**** – LAN/WAN support, Cisco VoIP, Symantec Endpoint Protection, SCCM, Active Directory, Remote Desktop (Bomgar, TeamViewer, Zoom).

****Databases**** – SQL, MySQL, Oracle DB.

****Tools & ITSM**** – ConnectWise, Magic Ticketing Tool, My Oracle Support (MOS), ICCP, ITIL Practices, Commvault.

****Soft Skills**** – Leadership, Training & Mentoring, Troubleshooting, Customer Service, Bilingual (English/Spanish).

PROFESSIONAL EXPERIENCE

Customer Service Support Analyst (Remote)

Oracle America Inc – Orlando, FL | Aug 2022 – Present

- Deliver post-sales technical support to Oracle customers via phone and electronic channels.
- Troubleshoot and resolve hardware/software issues, SQL queries, and POS system problems, achieving first-contact resolution in most cases.
- Provide guidance on product compatibility, license reconciliation, and support entitlements.
- Work with Symphony, RES 3700, EMC, Windows OS, and ticketing tools (MOS, ICCP).

Warranty Services Lead

United Data Technologies – Orlando, FL | Jan 2022 – Aug 2022

- Guided technical teams in diagnosing and resolving hardware/software issues.
- Improved technician assessment processes and conducted technical audits.
- Delivered training sessions to enhance team performance.

Warranty Services – Repair Technician

Express Employment Professionals (United Data Technologies) – Orlando, FL | Dec 2019 – Jan 2022

- Diagnosed and repaired malfunctioning laptops, both in and out of warranty.
- Led the CSAT Lenovo Project, improving customer satisfaction scores.
- Maintained detailed repair and ticket logs in ConnectWise.

Level 2 Services Support

Arus S.A (Colgate Palmolive S.A) – Cali, Colombia | Dec 2012 – Mar 2019

- Managed escalated tickets from Level 1 support and provided on-site, remote, and phone assistance.
- Administered Active Directory permissions and group policies, resolved networking issues, and performed system patching.
- Deployed desktops, laptops, mobile devices, and backup solutions.

Early Career Roles – Summary

- Held multiple IT support and technician positions (2001–2012) for companies including Colgate Palmolive (Basic 3000 S.A.), Exito Supermarkets, CAR & CO, and Sucroal S.A.
- Responsibilities included hardware/software troubleshooting, printer support, network issue resolution, and end-user training.

EDUCATION

Bachelor's in Systems Engineering – INCCA University, Cali, Colombia – 2005

Associate in Systems Engineering Technology – Colombian Center of Professional Studies – 2001

CERTIFICATIONS

- Oracle Cloud Infrastructure 2022 Certified Foundations Associate – Oracle University (2023)
- Oracle Database 12c Advanced SQL – LinkedIn Learning (2024)
- MySQL Essential Training – LinkedIn Learning (2024)
- ITIL Foundation Certificate in IT Service Management – Axelos (2014)
- Dell Client Foundations (2021), HP Manufacturer Certificates (2020)
- Project Management Certificate – Unicuces (2005)

AWARDS

- Employee of the Month – Express Employment Professionals (Aug 2020)