
COMPUTER TECHNICIAN – MAINTENANCE SUPPORT

Technical Experience in a Career Spanning 13+ Years

13 years experienced and versatile in Information Technology. Energetic, extremely productive in a high volume, high stress environment with an eye for details. Self starter with a can do attitude. Work well independently, or in a group setting providing all facets of computers and peripheral support (troubleshooting, installations, maintenance) and Managed Services (management, monitoring, ticketing, SLA's).

In-depth knowledge and understanding of monitoring tools, software packages and operating systems. Skilled in providing customer and end-user support. Easily identify and resolve technical issues and concerns. English and Spanish written and verbal communications skills.

AREAS OF EXPERTISE

- LAN/WAN Network Services
- 24x7 Data Center Computer Operations
- Virtual machineware
- Web/Internet Design & Operations
- Printers installation and maintenance
- PC Desktop Systems
- Monitoring tools (HP OpenView, Nagios)
- Database Administration
- Help Desk Operations
- CRM, Ticketing

PROFESSIONAL EXPERIENCE

Job Categories: **Customer Service** (8 Years experience)
Information Technology (5 Years experience)
Installation – Maintenance - Repair (10 Years experience)

Company Information

Company Name: Castle Media Service LLC	Start Date: March 2010
Job Title: IT Manager	End Date: March 2011
Company Name: Unitronics Communications	Start Date: May 2008
Job Title: Network Operation Center Supervisor	End Date: January 2010
Company Name: Unitronics Communications	Start Date: October 2004
Job Title: Managed Services Engineer	End Date: May 2008
Company Name: DATINSAC	Start Date: September 1997
Job Title: System Engineer - Web developer - App Programmer	End Date: June 2004

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ADDITIONAL SKILLS AND QUALIFICATIONS

ITIL Courses (preparing for certification in US)
Managed a team of 12 persons
Languages Spoken: English and Spanish

EDUCATION

SCHOOL	MAJOR	DEGREE	GRAD. DATE
Universidad Central de las Villas CUBA	Computer Engineering, General	Bachelor's Degree	July 1997
