



LUIS M CASTRO

IT SUPPORT SPECIALIST

CONTACT

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Miami Beach, 33160

www.ryl.vegas

EDUCATION

2021-2022

FLORIDA CAREER COLLEGE

- Associate's degree in
Computer Network
Technician

AREAS OF EXPERTISE

- Troubleshooting Hardware
and Software Issues
- Installing and Configuring
Software
- Network Management and
Support
- User Account Management
- Data Backup and Recovery
- Setting Up Hardware and
Peripherals
- Cybersecurity Maintenance
- System Monitoring and
Maintenance

PROFILE

I am Luis M. Castro Martinez, a passionate IT professional with a deep commitment to technology and innovation. My journey in IT has equipped me with diverse skills, to troubleshooting complex technical issues. I have hands-on experience with cloud computing, and backend systems, which enables me to provide seamless infrastructure solutions.

What sets me apart is my ability to learn and adapt swiftly to new technologies, ensuring I remain at the forefront of the IT industry's advancements. I thrive in fast-paced environments, solving complex technical challenges with efficiency and creativity. Whether it's managing networks or setting up systems, I approach each task with dedication and a solution-oriented mindset.

Teamwork is at the heart of my professional approach. I value collaboration and believe that the best solutions come from collective problem-solving. I'm equally comfortable leading initiatives or contributing as part of a team, always fostering open communication and a shared commitment to success. My goal is to continuously evolve and contribute to high-impact IT projects that drive innovation and efficiency.

With my passion for IT and my ability to rapidly adapt, I am always seeking opportunities to grow and make meaningful contributions in the ever-evolving field of technology.

WORK EXPERIENCE

IT Support Specialist

MARCH 2012 TO MARCH 2018

ESBU Pedro Julio Marcelo

- Provides IT support for customers and employees
- Installs and monitors hardware and software systems
- Regularly monitors computer systems for potential security threats
- Optimizes systems to improve technology efficiency by up to seven percent
- Runs a dedicated customer support line for questions or concerns

LANGUAGES

- Spanish (Native)
- English (Medium)

IT Support

APRIL 2022 TO JULY 2024

American Health Provider-Miami Lakes, FL

- Diagnosing and resolving problems with computers, printers, peripherals, and applications that users encounter.
- Setting up new software applications or operating systems, ensuring they are configured properly for the user or the business.
- Monitoring, maintaining, and troubleshooting network connections (LAN, WAN, VPN, Wi-Fi), ensuring stable and secure communication between devices.
- Creating, modifying, and deactivating user accounts in systems, ensuring proper permissions and security protocols are in place.
- Implementing and managing regular backup systems and restoring data when needed after system failures, crashes, or accidental deletions.
- Installing and configuring new computers, servers, printers, and other peripheral devices for users or departments.
- Ensuring the company's security protocols are followed, installing and updating antivirus software, managing firewalls, and educating users about potential threats (phishing, malware).
- Regularly monitoring system performance, disk space, and server logs, applying updates, and performing preventive maintenance to avoid issues.

REFERENCE

Lioan Hernandez

IT Team Leader

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