



## Experience

### **Almanza Villarreal Forwarding**, Hidalgo, Texas

#### **Systems Administrator**

**November 2015 - Present**

Troubleshoot complex hardware and software problems on Windows, Linux and macOS workstations and servers. Design, implement, maintain, and configure network infrastructure. Implement, maintain and troubleshoot cloud services, such as G Suite and Office365. Elaborate documentation and manuals, conduct workshops and training sessions to staff on current systems and applications usage. Plan, design, procure and deliver software and hardware purchases. Implement and maintain a ticketing system to track issues and incidents in the organization. Implement, maintain and troubleshoot Mobile Device Management with Jamf and Apple Configurator. Provide local and remote desktop support. Ensure effective backup and restoration implementation.

### **Rasmussen College**, Bloomington, Minnesota

#### **Tutor - Remote**

**September 2016 - November 2017**

Conducted one-on-one tutoring sessions with students, facilitated the implementation of solutions to common software development issues by reviewing code and promoting problem-solving skills. Documented, and tracked student performance. Provided new hire training, training on learning services and participated in mock sessions with new tutors. Completed and held CRLA - Level 1 Certified Tutor by accumulating over 100 hours of tutoring sessions. Maintained learning services resources with up to date information. Attended various webinars that promoted critical thinking, learning skills, and role modeling. Participated in monthly staff meetings, and promoted department goals.

### **GTS International, Inc**, Hidalgo, Texas

#### **Operations Coordinator**

**November 2011 - August 2013**

Coordinated shipments to and from Mexico, managed delivery timelines, resolved customers inquiries, created shipment orders and maintained warehouse inventory up to date. Provided new hire training for the Traffic and Warehouse Departments. Elaborated Shipper's Export Declaration throughout the Automated Export System.

#### **Warehouse Specialist**

**September 2010 - November 2011**

Performed different warehouse tasks that included the fulfillment of shipment orders, loading, and unloading of trucks, and monitor inventory. Mapped warehouse floor to optimize loading times. Followed OSHA safety guidelines and best practices. Certified Forklift Operator.

## Education

### **Bachelor of Science, Computer Science**, GPA 3.16

**November 2017**

*Rasmussen College, Bloomington, Minnesota*

Studies focused on Full-Stack Web Development, Enterprise Architecture and iOS Development.

• **Courses:** Cloud Computing, Application Architecture, Business Intelligence, Database Management.

## Skills

**Systems:** G Suite, Office365, Jamf, JumpCloud, GoToAssist, osTicket, cPanel, Active Directory, Group Policy, UniFi, WinBox/RouterOS, Joomla, Wordpress, Github, GAM.

**Networks:** TCP/IP, WAN/LAN, VLAN, VPN, Routing, Firewall, Port Forwarding, Cisco Switches, Ubiquiti Routers, Switches and Access Points.

**Languages:** HTML, CSS, JavaScript, PHP, SQL, Swift.

**Databases:** MySQL, SQL Server.

**Libraries:** jQuery, Bootstrap, Bulma, Tachyons.

**Operating Systems and Deployment:** macOS, Linux (Debian, Ubuntu), Windows, Windows Server, Hyper-V, Parallels.

**Cloud Services:** Google Cloud Platform, Amazon Web Services, Microsoft Azure.

**Bilingual:** English & Spanish full proficiency.

## Certifications

Architecting with Google Cloud Platform.

Google IT Support Professional.

G Suite Administrator.

CRLA - Level 1 Certified Tutor.

## Projects

- **Regina Fernanda.** Website written in HTML, CSS, JavaScript, jQuery, Bootstrap, AWS, S3, Route 53.
- **Aplantate.** Website built in Wordpress, AWS Lightsail, Disqus, Polylang, WP Recipe Manager, Google Analytics.
- **Ashtangamor.** Website written in HTML, CSS, and Bootstrap, AWS S3, Route 53.
- **WareInv.** Web application written in HTML, CSS, JavaScript, PHP, and SQL that allows users to track warehouse inventory.
- **RasTech.** iOS application written in Swift that allows users to see the degrees and the courses taught at Rasmussen College.