Hector Torres

hitalz@icloud.com
+1 (956) 279 3348
https://hitalz.github.io

Profile

As an experienced individual in the technology field, I can contribute towards the growth of organizations with my knowledge in systems administration, troubleshooting, testing, and programming. By being self-started and self-motivated I've been able to evaluate and integrate many systems, and easily adapt to company procedures.

Skills

Systems: G Suite, Office365, Jamf, GoToAssist, osTicket, cPanel, AD, UniFi, WinBox/RouterOS, Joomla, Wordpress, Github. **Programming Languages:** HTML, CSS, JavaScript, PHP, SQL, Swift, Bash, PowerShell. **Databases:** MySQL, SQL Server. **Libraries:** jQuery, Bootstrap, Bulma, Tachyons. **Operating/Virtual Systems:** macOS, UNIX/Linux, Windows, Windows Server, VirtualBox, Parallels. **Cloud services:** Amazon Web Services, Microsoft Azure, Google Cloud Platform. **Spoken Languages:** Bilingual; English & Spanish full proficiency.

Experience

Almanza Villarreal Forwarding, Hidalgo, Texas

Systems Administrator   *November 2015 - Present*

Perform all levels of hardware and software support to Windows and macOS machines to 130+ users, both locally and remotely. Maintain current assets inventory. Prepare and deploy new computer equipment.
- Provide support on printing issues, internet connectivity, Office365, G Suite, and many other applications.
- Provide support to remote users via GoToAssist, phone, email and instant messaging.
- Document support inquiries via osTicket Support Ticket System.
- Conduct workshops and training sessions to staff on current applications.
- Elaborate documentation and how-to's on company and third-party applications.
- Mobile Device Management administration with Jamf and Apple Configurator.
- Maintain company website on Joomla and distribute email campaigns on Mailchimp.
- Deploy, maintain and configure network infrastructure including: Ubiquiti access points, routers and switches.
- Set-up, maintain, and configured osTicket Support Ticket System.
- Integrated a third-party digital clock in/out system that optimized and reduced payroll preparation time.
- Coordinated with third-party providers to move company applications to the cloud.
- Fulfilled contracts with different providers ranging from computer equipment to third-party applications.
- Integrated a third-party mobile warehouse system that improved load times and reduced shipment errors.
- Successfully implemented and migrated user data to G Suite.

Rasmussen College, Bloomington, Minnesota

Peer 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 on Google Sheets, and Brainfuse.
- Followed up with students and communicated with fellow tutors via email, phone and instant messaging.
- 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, and validating url's.
- Attended various webinars that promoted critical thinking, learning skills, and role modeling.
- Participated on 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 inquires, created shipment orders.
- Maintained warehouse inventory up to date.
- Provided new hire training both on Traffic and Warehouse Department.
- Elaborated Shipper's Export Declaration throughout the Automated Export System.

Warehouse Specialist   *September 2010 - November 2011*
Performed different warehouse tasks that included fulfillment of shipment orders, loading and unloading of trucks, and monitored inventory.
- Certified Forklift Operator
- Mapped warehouse floor to optimize loading times.
- Followed OSHA safety guidelines and best practices.

Casa SolSil, Cuauhtemoc, Mexico City
Office Assistant - Part time   *September 2009 - November 2010*
Assisted therapist in scheduling appointments and elaborating health/beauty products.
- Confirmed appointments and greeted patients.
- Received payments and performed bank deposits.
- Run errands with different providers.

GTS International, Inc, Hidalgo, Texas
Warehouse Assistant - Summer job   *June 2007 - September 2007*
Assisted warehouse staff on different tasks around the warehouse floor.
- Data entry of products into inventory system.
- Unloading and loading of products.
- Labeled, processed and fulfilled shipment orders.

Education

Bachelor of Science in Computer Science, *GPA 3.16*   *August 2012 - 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.
- **Projects:**
  - *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 their courses thought at Rasmussen College.

Certifications
Responsive Web Design by freeCodeCamp.   October *2018*
IT Support Professional by Google.   *September 2018*
G Suite Administrator by Google Cloud.   *July 2018*
Level 1 Certified Tutor by the College Reading & Learning Association.   *April 2017*

Projects

Current
- **Regina Fernanda.** Designer's website/portfolio written in HTML, CSS (+Bootstrap) and JavaScript (+jQuery).
- **Almanza Villarreal.** Company site made with Wordpress, customized according to company's needs.
- **Ashtangamor.** Business landing page written in HTML and CSS (+Bootstrap).

Past
- **Regina Fernanda:** Landing page written in HTML, and CSS (+Bootstrap).