Issac Tabares

IT Systems Engineer | Enterprise IT Expert

📍 **Location:** Mexico City

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Professional Summary

Key Skills

Technical Skills

- **System Administration**: Windows Server, Linux, MacOS
- **Enterprise IT Tools**: Microsoft, SAP, Oracle, SQL, VMware, Cisco, Avaya
- **Cybersecurity**: Network security, firewalls, endpoint protection
- **Mobile Device Management**: iOS (iPads, iPhones), remote support tools
- **Cloud & Virtualization**: VMware, Hyper-V, Azure, AWS
- **Networking**: TCP/IP, DNS, VPNs, Active Directory
- **Programming & Web Development**: Java, HTML, CSS
- **Data Analysis**: Excel (Pivot Tables, Dashboards), SQL
- **IT Support & Troubleshooting**: Remote troubleshooting, enterprise application support
- Statistics & Analytics in ServiceNow

Soft Skills

- Problem-Solving & Critical Thinking
- Technical Support & Client Communication
- Multinational Team Collaboration
- Process Optimization & Automation
- Analytical Thinking & Attention to Detail

Professional Experience

IT Systems Support Specialist

DaVita

· **ServiceNow & IT Support**: Manage and resolvedIT requests, supporting enterprise systems and clinical applications.

· **Microsoft, SAP & Enterprise Tools**: Provide technical support for Microsoft applications, Coupa.

· **Mobility & Telecom**: Managed Apple and Mi-Fi devices (Verizon & AT&T), handling provisioning, security, and telecom services.

· **System Administration**: Utilize BeyondTrust, Dell Security, Active Directory, and AirWatch for device and network support.

· **Healthcare IT & Data Management**: Assist Healthcare professionals, support CWOW & clinical applications, and work with Rivermine & Tableau for analytics.

As part of DaVita's IT & Mobility Support team, I provide **comprehensive enterprise IT support**, ensuring **seamless operations for healthcare professionals and clinical applications**. My role involves managing enterprise systems, troubleshooting IT issues, and optimizing workflows to enhance efficiency and security across DaVita's infrastructure.

Key Responsibilities:

- ServiceNow & IT Request Management: Manage and resolve IT service requests, incidents, and system issues, ensuring timely and effective support to maintain business continuity.
- Enterprise Software & Windows Support: Troubleshoot Windows OS, manage software installations via **Package Manager**, and support enterprise applications, including **Coupa and other business tools**.
- **Remote Support & Security**: Utilize **BeyondTrust**, **Dell Security**, and **Active Directory** for system administration, user account management, and access control.
- **Network & Printer Support**: Assist with **HP network printers**, local printers, and connectivity troubleshooting, ensuring smooth printing operations for **clinical and administrative teams**.
- **Healthcare IT & Clinical Tools**: Provide support for **CWOW and other clinical applications**, ensuring operational efficiency and technical stability in healthcare environments.
- **Mobile Device & Telecom Management**: Manage **Apple iPads, iPhones, and Mi-Fi devices** under **Verizon & AT&T**, handling **provisioning, reassignments, cancellations, suspensions, and feature activations**.
- **Device & Asset Management**: Work with **AirWatch (MDM), Rivermine, and Tableau** to monitor device security, optimize asset usage, and manage cost efficiency across DaVita's mobile infrastructure.

Career Growth & Contributions:

- **Mobile Provisioning & Telecom Management**: Initially joined DaVita's **Mobile Provisioning Department** as a **Data Analyst**, specializing in **enterprise mobility management** and **telecom services**.

- **Transition to Enterprise IT Support**: After a year, transitioned into **DaVita's IT Department**, expanding expertise into **enterprise IT systems, remote support, clinical applications, and cybersecurity solutions**.
- **Process Optimization & Workflow Enhancement**: Assisted in **streamlining IT workflows for healthcare professionals**, ensuring efficient use of enterprise tools and improved system performance.

This role has significantly strengthened my **expertise in enterprise IT, mobility management, cybersecurity, and healthcare IT solutions**, ensuring stable, secure, and efficient IT operations at DaVita.

Education

- Instituto Politécnico Nacional Bachelor's degree, Industrial Engineering

Relevant coursework:

· Systems Administration & IT Infrastructure

· Enterprise Resource Planning (ERP) Systems (SAP, Oracle)

· Network Security & Cybersecurity Fundamentals

· Database Management & SQL

· Cloud Computing & Virtualization (VMware, Hyper-V, AWS, Azure)

· Operating Systems & System Optimization (Windows, Linux, macOS)

· IT Service Management (ITSM) & Ticketing Systems (ServiceNow)

· Telecommunications & Mobile Device Management

· Data Analytics & Business Intelligence (Excel, Tableau, Rivermine)

· Process Optimization & Workflow Automation

· Computer Networks & Protocols (TCP/IP, DNS, VPNs)

· Generative AI & Machine Learning Applications

Certifications

📃 Delivery management
📃 Process : ITIL Foundation Certification

Languages

🗣️ **English** – Native
🗣️ **Spanish** – Native

Interests & Hobbies

🎹 **Music & Piano Performance** – Passionate about playing the piano, focusing exclusively on **Sergei Rachmaninoff's compositions**. Deeply immersed in **classical performance, music composition, and emotional expression through sound**.

🎸 **Guitar & Progressive Music** – Enthusiastic about playing the guitar, particularly drawn to the intricate, technical, and emotionally rich styles of **Animals as Leaders** and **Thank You Scientist**. Fascinated by **complex rhythms, time signatures, and progressive arrangements**.

🌌 **Physics & Cosmology** – Dedicated to **understanding time, the universe, and the fundamental forces of nature**. My lifelong fascination with **time** has led me to explore **relativity, astrophysics, quantum mechanics, quantum computing, and beyond**. I am deeply invested in **the structure of spacetime, black hole physics, quantum field theory, the observer effect, thermodynamics, statistical mechanics, and the nature of consciousness as it relates to physics**. My curiosity extends to **the origins and evolution of the universe, the interplay between determinism and probability in quantum systems, the role of information in reality**, among many more topics.

🧠 **The Nature of Consciousness** – Committed to **exploring the deep connection between consciousness and physics**, analyzing theories on **observer effects, quantum mechanics, and the fundamental role of awareness in reality**.

🎮 **Technology & Gaming** – A lifelong passion for **Tekken**, particularly mastering **Kazuya Mishima**, and an appreciation for high-level strategy and execution in fighting games.

🏎️ **Automotive Enthusiast** – Passionate about high-performance vehicles, particularly **Porsche** models such as the **Macan, Cayenne, and 911 GT3 RS**. Enthralled by the engineering behind **speed, aerodynamics, and mechanical precision**.

🔬 **Generative AI & The Future of Computing** – Continuously exploring advancements in **AI, neural networks, quantum computing, and their implications on technology and the future of human cognition**.