Issac Tabares

IT Analyst | Data Analyst

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Mexico City, Mexico

With over **14 years** of hands-on **experience** in IT **systems support**, **cybersecurity**, and **data analysis**, I bring a meticulous, results-driven approach to every technical challenge. My background spans enterprise infrastructure, cloud collaboration environments, remote access tools, and data platforms, guided by a relentless commitment to precision, technical excellence, and delivering solutions right the first time.

I served in the IT department at **DaVita**, a global healthcare organization committed to providing life-saving dialysis treatment and chronic kidney care for patients across the United States and worldwide. I initially joined DaVita as a **Data Analyst** specializing in asset management, where I was responsible for analyzing provisioning data, identifying inefficiencies, and ensuring accurate tracking and delivery of mobile assets. After a year, I transitioned into a dedicated IT support role, where I provided technical assistance and systems troubleshooting for doctors, nurses, registered nurses (RNs), physicians, and other healthcare professionals across the organization. My expertise helped ensure that these medical teams had uninterrupted access to the tools and infrastructure necessary forndelivering exceptional patient care.

My technical foundation includes operational mastery of enterprise platforms such as **ServiceNow**, **RT Ticketing System**, and **Jira**, **Salesforce**, providing structured ITSM support. I bring over a decade of experience managing infrastructure through **IBM Mainframes**, **Citrix**, **VMware**, and **Active Directory**, along with **SCCM** for enterprise-scale software deployment and lifecycle management.

In the realm of cybersecurity and endpoint protection, I've worked with leading tools including **Symantec Endpoint Protection**, **McAfee**, **Bitdefender**, **Cisco AnyConnect**, **PingID**, **Dell Data Security**, and **AirWatch**, ensuring secure, compliant access to sensitive systems and data.

My background also includes managing and troubleshooting complex database systems such as **SQL databases**, and **mail server infrastructures**, as well as designing and interfacing web solutions with **Visual Studio**. I can provide end-to-end support across modern device ecosystems, including **iOS devices**, **iPads**, **Mi-Fi** units, and **peripheral setups** like **HP/Canon printers and scanners**.

I have delivered comprehensive remote support using tools such as **BeyondTrust**, **LogMeIn**, **TeamViewer**, and **Splashtop**, paired with strong proficiency in **network configuration** and working knowledge of **Cisco** and **Avaya** technologies for communication and infrastructure support.

As a data-driven professional, I have worked extensively with **Excel**, leveraging pivot tables, dynamic charting, and advanced analysis to extract and visualize trends. I have also used productivity and collaboration suites such as **Adobe Acrobat**, **Outlook**, **Word**, **PowerPoint**, **SharePoint**,

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OneDrive, **Microsoft 365**, **Teams**, **Webex**, and **Copilot Pro AI** in both personal workflows and enterprise-wide support. My experience with **SAP Fiori**, **Rivermine**, and **Coupa** enhances my ability to support business operations, mobile provisioning, and enterprise resource platforms.

I am currently expanding my technical capabilities by studying **Tableau Server**, with a focus on enterprise data visualization architecture, server management, and user governance. My training covers configuring multi-node deployments, implementing role-based access controls, automating data extract refreshes, optimizing server performance, and ensuring secure, reliable data delivery at scale. This complements my broader goal of integrating robust system administration with data-centric decision-making, empowering teams to work more intelligently with complex data ecosystems.

I am also strengthening advanced technical support capabilities with focus on **Linux system administration**, **cloud infrastructure fundamentals (AWS/GCP/Azure)**, **SaaS platform troubleshooting**, **log analysis**, **networking diagnostics (DNS, TCP/IP, SSL/TLS)**, and **automation scripting**. **Hands-on experience with command-line operations, file system management, process monitoring, incident investigation, and API debugging**. Actively developing production-level troubleshooting skills aligned with enterprise support environments.

Certifications

ITIL Foundation Certification – June 2024

Software Security Assurance – HiTech (TCS) – August 2023

Generative AI Fundamentals (TCS Curriculum) – February 2024

Education

Instituto Politecnico Nacional

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