

# Kenneth Rubio-Tovar

## Field Implementation Lead

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### SUMMARY

Analytical and bilingual IT professional with hands-on experience in technical support, data reporting, and process improvement. Adept at leveraging Python, SQL, and analytics tools to streamline operations, troubleshoot efficiently, and support data-driven decision-making. Recognized for adaptability, collaboration, and technical precision. I am currently transitioning toward a data analyst, scientist, or engineer role.

### SKILLS

**Languages & Tools:** Python, SQL, C, C++, Excel, Google Workspace, Microsoft Office, Jira, Zoho

**Data Analysis:** Data cleaning, transformation, visualization, and reporting

**IT & Systems:** Network configuration, hardware/software setup, troubleshooting

**Soft Skills:** Communication, problem-solving, critical thinking, team leadership, collaboration

### EXPERIENCE

#### Micrologic Associates (Parsippany, NJ) - Field Implementation Lead

April 2023 - Present

- Supervise weekly site implementations, monitor progress, and ensure timely completion of technical tasks.
- Install, configure, and update hardware and software to meet client requirements and maintain system functionality.
- Diagnose and resolve complex technical issues related to hardware, software, and network performance.
- Create, manage, and track Zoho and Jira service tickets to ensure efficient prioritization and resolution.

- Respond to client inquiries via phone, email, and onsite visits, delivering clear technical guidance and support.
- Conduct field training and onboarding for technicians, ensuring uniform technical standards and best practices.
- Review site photos, readiness reports, and compliance checklists; provide corrective feedback to improve quality assurance.
- Advise and educate clients on system operation, preventive maintenance, and troubleshooting techniques.
- Compile and deliver weekly progress reports to management, summarizing site performance and operational metrics.
- Assist with administrative duties and process improvements to enhance overall workflow efficiency.

#### **Nielsen (Oldsmar, FL) - Live Data Operator & Supervisor**

March 2023 - May 2025

- Captured and verified real-time match data to ensure data quality and accuracy.
- Monitored performance metrics and reported discrepancies to improve analytics reliability.
- Supervised match operations and evaluated team efficiency and compliance with procedures.

#### **Fiteks Systems (Haledon, NJ) - Network Consultant**

December 2023 - February 2024

- Designed and implemented local networks, connections, and cabling layouts.
- Diagnosed and resolved hardware, connectivity, and configuration issues to maintain uptime.
- Planned network maintenance and upgrades with minimal business disruption.

#### **FTISS LLC (Paramus, NJ) - IT Technician**

October 2023 - November 2023

- Installed and configured hardware, software, systems, and networks for enterprise clients.
- Monitored system performance and implemented preventive maintenance procedures.
- Managed IT asset inventory, ensuring timely updates and replacement cycles.

## **EDUCATION**

#### **Berkeley College (Woodland Park, NJ) - Bachelor of Science in IT Management**

September 2020 - April 2023

Summa Cum Laude (4.0 GPA), Dean's List (2020–2023), National All-Academic Recipient (2021–2022)

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## CERTIFICATIONS

- SQL for Any IT Professional (Aug 2025)
- Google Data Analytics Professional Certificate (Dec 2023)
- Crash Course on Python (Jan 2024)
- Data Analysis with R (Dec 2023)
- Introduction to Network Automation (Jan 2024)
- Additional Google Certificates in Data Cleaning, Visualization, and Decision-Making

## ADDITIONAL EXPERIENCE

### **Manchester Regional High School (Haledon, NJ) - Assistant Boys Soccer Coach**

July 2023 - November 2024

- Led practice sessions, evaluated player performance, and promoted teamwork.
- Demonstrated leadership, communication, and mentoring skills transferable to team-based technical environments.