

MANUEL AGUILAR

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🏠 Elizabeth, NJ

🌐 <https://man1328.github.io/Resume/>

PROFESSIONAL SUMMARY

IT professional with a 10-year track record Traveling throughout the US successfully mitigating risks while reducing costs, improving operational processes, and increasing profitability. Experienced managing technical support call center teams and owning projects (e.g. tradeshow/tech training) from end to end. Leverages technical expertise in software testing/setup/configuration. Using Python, selenium, or beautiful soup to automate web scraping data/browser-based testing processes. Ability to break down complex information and explain them in layman's terms. Experienced collecting, transforming, and organizing data for analysis to help make informed decisions. Excellent understanding and proficiency of platforms for effective data analyses, including SQL, spreadsheets, Tableau, and R. Strong communication, organizational, and analytical skills. Recently completed the Google Data Analytics Certificate - a rigorous, hands-on program covering the entire data analysis process scope.

TECHNICAL SKILLS

PROBLEM-SOLVING TEAM-WORK CUSTOMER-SERVICE BILINGUAL HTML/CSS EXCEL PYTHON
SQL LINUX R-PROGRAMMING JAVA DATA-ANALYSIS DATA-CLEANING DATA-VISUALIZATIONS
DATA-DRIVEN-DECISION-MAKING TABLEAU SELENIUM BEAUTIFUL-SOUP PUBLIC-SPEAKING
ADAPTABILITY EFFECTIVE-PRESENTATIONS PIVOT-TABLES

EXPERIENCE

CUSTOMER SUPPORT SUPERVISOR

Oct 2012 - Jan 2023 | Vatech America , Fort Lee, NJ

- Increased million-dollar client sales by 80% replacing their competitor's product and streamlining/customizing their customer support protocols
- Oversaw a 15-member technical support team troubleshooting and resolving software/hardware/LAN/Server/Desktop/ThinClient/SQL/firewalls/virtual windows(parallels)/etc. compliance with HIPPA (Dental Field)
- Managed excellent customer service experience traveling throughout the US maintaining smooth CBCT installation 95% of the time by managing the installation, calibrating, and seasoning the equipment before initial use, also training the customers on the essential maintenance of the radiology equipment
- Improved Dealer training by 80% by adding hands-on training, implementing tests, and adding surveys to improve where possible
- Assisted in person 10% of the time, mostly remotely 90% of the time using either Team Viewer, Anydesk, etc. in the troubleshooting/resolution of hardware/software/PC/Server/radiology equipment/firmware issues among company sites to ensure timely distribution of knowledge and a positive impact on customer satisfaction
- Assisting doctors remotely in cleaning, adjusting, and troubleshooting issues related to imaging discrepancies in their radiology equipment, including PANO/CT/CEPH/INTRA-ORAL images
- Applied CBCT systems analysis techniques and procedures, including consulting with end-users (Dental Offices), to determine hardware, software, or system functional failures
- Enhanced MSSQL/PostgreSQL backup procedures by 20% by partitioning the HDD and separating the location of their images from their meta-data information location
- Lowered customer support wait times by 75% by introducing live operators to gather calls and upload them to a live queue board
- Increased customer support ticket closures by 50% by reassessing the troubleshooting workflow and creating new SOP
- Executed plan to get flagship dealer training program up and running. Accomplished technical training for dealers at our main branch. Familiarize technicians with our devices and improve their installation/troubleshooting process
- Traveling abroad to aid and execute flagship branch training program/dealer training (Spain Branch Office)
- Collaborated with the case manufacturer to design and create new trade-show travel cases for radiology equipment (CBCT, Portable X-Ray, PANO, CEPH)
- Saved upgraded thin client rollout of Panoramic X-Ray device by finding alternate IP route from the designated hard-coded IP, knowledge base worthy information
- Attained a superior TWAIN driver integration for X-Ray imaging by collaborating with third-party software technicians (XDR Imaging, Dolphin Imaging, Patterson Imaging, etc.)
- Aided in app/plugin development with partner companies (e.g. Dentrux) to create plug-ins to help facilitate workflows and upgrades or perform testing before rolling out
- Experienced using Selenium with Python for automation using XPath, and CSS to locate web elements
- Testing Web applications 10% and Desktop applications 90% of the time
- Conducted regression testing for modifications made in the applications and new builds
- Performed manual functional testing for system change requests, defects, and requirements
- Experienced scraping data from websites, documents, and cleaning data
- Set up LAN networks to work with radiology equipment in commercial and private dental offices.

PROJECTS

BENCO CALL CENTER TECHNICAL TRAINING

Traveled to Benco's east coast main office to impart them with field knowledge while familiarizing technicians with our devices and improving their installation/troubleshooting process when helping onsite technicians. Giving them the ability to view our live queue board viz to show the tier/escalation/hot customer process on the fly for full immersion of the situations.

CZECH TECHNICAL TRAINING PRESENTATION

Accomplished customer support presentation at the Vatech Czech branch in order to impart the growth and success of the US branch. Establishing rapport with our branch office in face to face interactions. Reassessed the basic training procedures regarding all our devices and their pertaining software. Went through common issues and their solutions at the time and shared new lines of data repositories for future collaborations.

VATECH SPAIN DEALER TRAININGS

Executed training to communicate the field knowledge while familiarizing technicians with our devices and improve their installation/troubleshooting process when helping onsite or remotely. After relaying and discussing the materials/presentation, we created mock situations that technicians commonly have to deal with (which we previously discussed), and had all the attendees get together to solve the created issues, to make sure the information is ingrained in them.

TRADESHOWS EAST COAST

Traveling through out the east coast to different tradeshow. Setting up, breaking down, working the floor aiding with Spanish speaking customers, while representing the Technical department, and assisting the Sales and Marketing department. Making sure all issues are circumvented, mitigating risks while reducing costs, improving operational processes to present a fully functional well oiled tradeshow booth for our customers.

DEALER TECHNICAL TRAINING

Executed technical trainings for our dealers at the Fort Lee, NJ location. The purpose of the training was to familiarize technicians with our devices and improve their installation/troubleshooting process. Giving them hands on experience on common mistakes and solutions on devices they install and troubleshoot in the field. Passing down knowledge from my own past experiences to help future techs in their installation/troubleshooting journeys.

TRADESHOW CASES

Reengineered new heavy duty traveling cases in order to safely transfer \$40,000.00 ~ \$200,000.00 radiology equipment to all tradeshow across the US. Making sure to keep the packaging of the device as streamlined as possible, which involved creating new cases that would allow the device to be compressed just enough to keep from damage in transit and keep us from breaking down the device all the time to ship from city to city. Not only would it help 95% on the device wear and tear but it would also speed up our setup or breakdown process in general.

VATECH SPAIN CUSTOMER SUPPORT TRAINING

Accomplished training of the Spain branch office in order to impart the growth and success of the US branch. Establishing rapport with our branch office in face to face interactions. Reassessed the basic training procedures regarding all our devices and their pertaining software. Went through common issues and their solutions at the time and shared new lines of data repositories for future collaborations.

CERTIFICATIONS

COMPTIA A+

<https://www.credly.com/badges/9dd0da7f-207a-4572-8172-333977b96782>

MICROSOFT CERTIFIED TECHNOLOGY SPECIALIST

https://github.com/man1328/Microsoft-Certifications/blob/master/Microsoft_Certified_Professional_Certificate_3.pdf

MICROSOFT CERTIFIED PROFESSIONAL

https://github.com/man1328/Microsoft-Certifications/blob/master/Microsoft_Certified_Professional_Certificate_0.pdf

COMPTIA IT OPERATIONS SPECIALIST

<https://www.credly.com/badges/bc5019d1-bc2e-41ef-b4ec-cf6e5d3e6500>

COMPTIA NETWORK+

EDUCATION

INTERNETWORK ENGINEERING DIPLOMA

PC Age Career Institute , Jersey City, NJ | 3.6 GPA

Program provides comprehensive training, including theoretical concepts and hands-on practice, with the expertise and skills to work as a Network Administrator/Engineer or Computer/Network Support Specialist. Familiarity with network hardware and software including Microsoft Windows Desktop and Server operating systems, and will be able to design, install, troubleshoot and support Microsoft and Cisco networks and implement Network Security.

GOOGLE IT AUTOMATION WITH PYTHON CERTIFICATE

Coursera , Mountainview, CA

This six-course certificate, developed by Google, is designed to provide IT professionals with in-demand skills -- including Python, Git, and IT automation -- that can help them advance their careers. The hands-on curriculum is designed to teach learners how to write code in Python, with a special focus on how this applies to automating tasks in the world of IT support and systems administration.

GOOGLE DATA ANALYTICS

Coursera , Mountainview, CA

Those who earn the Google Data Analytics Certificate have completed eight courses, developed by Google, that include hands-on, practice-based assessments and are designed to prepare them for introductory-level roles in Data Analytics. They are competent in tools and platforms including spreadsheets, SQL, Tableau, and R. They know how to prepare, process, analyze, and share data for thoughtful action.