

# MANUEL AGUILAR

Elizabeth, NJ

[maguilar1310@gmail.com](mailto:maguilar1310@gmail.com)

+1 908 316 8766

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.

Authorized to work in the US for any employer

## Work Experience

---

### **Supervisor Technical/Customer Support**

Vatech America - Fort Lee, NJ

October 2013 to November 2022

- 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)
- Applied CBCT systems analysis techniques and procedures, including consulting with end-users (dental offices), to determine hardware, software, or system functional failures
- Managed great customer service experience traveling throughout the U.S. maintaining smooth CBCT installation 95% of the time by managing the installation, calibrating, and seasoning the equipment before initial use, and training the customers on the basic maintenance of 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
- Enhanced MSSQL/PostgreSQL backup procedures by 20% by partitioning the HDD and separating the location of their images from their meta-data information location

- Traveled to Dental Tradeshows, setting up, breaking down, and working the floor representing the Technical department while assisting the Sales and Marketing departments (AAO, Yankee Dental Congress, Greater New York, Chicago Dental Mid Winter, Thomas P Hinman Dental, AAOMS)
- 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 Fort Lee, NJ location. Familiarize technicians with our devices and improve their installation/troubleshooting process. Giving them hands-on experience on common mistakes and solutions on devices seen in the field. Passing down knowledge from past experiences to mitigate future issues and improve workflow
- Traveling abroad to aid and execute flagship branch training program/dealer training (Spain Branch Office). Establishing rapport with our branch office in face-to-face interactions. Reassessed the basic training procedures regarding all devices and their pertaining software. Sharing data, insights, and solutions for future collaborations
- Collaborated with the manufacturer to design and create new tradeshow 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, created documentation
- Attained a superior TWAIN integration for x-ray imaging by collaborating with third-party software technicians
- Aided in app building with partner companies (e.g. Dentrix) to create plug-ins to help facilitate workflows and upgrades or perform testing before rolling out
- Accomplished Technical support presentation at the Vatech Czech branch in order to impart the growing success of the US branch. Establishing rapport with our branch office in face-to-face interactions. Re-assessed the basic training procedures regarding all devices and their pertaining software. Sharing data, insights, and solutions for future collaborations.
- 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

## Education

---

### **Diploma in Network Engineering**

PC Age Career Institute - Jersey City, NJ

### **Certified in IT Automation w/Python**

Coursera

### **Certified in Data Analytics**

Coursera

### **High school diploma**

Elizabeth High School - Elizabeth, NJ

## Skills

---

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

## Links

---

<https://man1328.github.io/Resume/>

<https://sites.google.com/view/manns-portfolio/home>

## Certifications and Licenses

---

**MCP**

**MCTS**

**CompTIA A+**

**CompTIA Network+**

**CompTIA CIOS**

**Google IT Automation**

**Google Data Analytics**

## Assessments

---

### **Working with MS Word documents — Proficient**

May 2023

Knowledge of various Microsoft Word features, functions, and techniques

Full results: [Proficient](#)

### **Spreadsheets with Microsoft Excel — Proficient**

May 2023

Knowledge of various Microsoft Excel features, functions, and formulas

Full results: [Proficient](#)

### **Basic computer skills — Proficient**

May 2023

Performing basic computer operations and troubleshooting common problems

Full results: [Proficient](#)

### **Analyzing data — Proficient**

May 2023

Interpreting and producing graphs, identifying trends, and drawing justifiable conclusions from data  
Full results: [Proficient](#)

### **Attention to detail — Proficient**

May 2023

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

### **Typing — Proficient**

May 2023

Transcribing text

Full results: [Proficient](#)

### **Inside sales — Proficient**

May 2023

Understanding and responding appropriately in sales scenarios, and performing common sales calculations

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## **Publications**

---

### **Dealer Technical Training**

<https://vatechtimes.com/?p=2664>

Executed technical training 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.

### **Vatech Spain Dealer Training**

<https://vatechtimes.com/?p=2420>

Executed training to communicate the field knowledge while familiarizing technicians with our devices and improving 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.

### **Customer Support Training at Vatech Spain**

<https://vatechtimes.com/?p=2194>

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.

### **CZECH TECHNICAL TRAINING PRESENTATION**

<https://www.dropbox.com/sh/e6mqn30t63tkehv/AAA3MDU4ySkfxm1WfB-NzgFja?dl=0>

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.