MANUEL AGUILAR

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PROFESSIONAL SUMMARY

IT professional with 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. tradeshows/tech trainings) 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 breakdown complex information and explain them in layman's terms.

Transitioning from a career in customer/technical service and seeking a full-time role in the field of data analytics. 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 that covers the entire scope of the data analysis process.

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**

EXPERIENCE

QA TESTER

Jan 2018 - Jul 2021 | Vatech America , Fort Lee, NJ

- Experienced using Selenium with Python for automation using XPath, CSS to locate web elements
- Testing Web applications 10% and Desktop applications 90% of the time
- Documented and executed test user stories, tasks and sub tasks, test plans, test cases
- 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
- Wrote test cases and performed manual testing, positive and negative testing
- Developed and maintained reports of all automation issues and test results
- Updating the test automation suite regularly to ensure it's accuracy and usefulness

SUPERVISOR CUSTOMER/TECHNICAL SUPPORT

Oct 2011 - Jan 2018 | Vatech America , Fort Lee, NJ

- Increased million-dollar client sales 80% by replacing their competitors product and streamlining/customizing their customer support protocols
- Oversaw a 15-member technical support team troubleshooting and resolving software/hardware (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 through out 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 trainings 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 (TeamViewer), in the resolution of technical issues among company sites to ensure timely distribution of knowledge and positive impact on customer satisfaction
- Enhanced MSSQL/PostgreSQL backup procedures 20% by partitioning the HDD and separating their images location from their meta-data information location
- Traveled to Dental Tradeshows, setting up, breaking down, working the floor representing the Technical department while assisting the Sales and Marketing departments
- Lowered customer support wait times 75% by introducing live operators to gather calls and upload them to a live queue board
- Increased customer support ticket closures 50% by reassessing the troubleshooting workflow and creating new SOP
- Executed plan to get flagship dealer training program up and running
- Traveling abroad to aid and execute flagship branch training program / dealer training (Spain Branch Office)
- Collaborated with manufacturer to design and create new tradeshow travel cases for radiology equipment (CBCT, Portable x-ray, PANO)
- 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

CERTIFICATIONS

COMPTIA A+

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

GOOGLE DATA ANALYTICS CERTIFICATE

https://www.credly.com/badges/a2b2e046-f34e-4a72-ac98-8a062b00d71c

GOOGLE IT AUTOMATION WITH PYTHON CERTIFICATE

https://www.credly.com/badges/200cb160-5d2d-43ad-b6bf-2e00f1ca44be

COMPTIA IT OPERATIONS SPECIALIST

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

COMPTIA NETWORK+

https://www.credly.com/badges/76332fe5-a13b-43f4-b054-723a82fecbb0

MICROSOFT CERTIFIED PROFESSIONAL

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

EDUCATION

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.

INTERNETWORK ENGINEERING

PC Age Career Institute , Jersey City, NJ

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.