

# MANUEL AGUILAR

## SUPERVISOR CUSTOMER/TECHNICAL SUPPORT/QA TESTER

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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 from end to end. Leverages technical expertise in software testing/setup/configuration using python, selenium, or beautiful soup to automate 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.

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### 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. Dentrux) to create plug ins to help facilitate workflows and upgrades or perform testing before rolling out

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### 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](https://github.com/man1328/Microsoft-Certifications/blob/master/microsoft_certified_professional_transcript.pdf)

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## **EDUCATION**

### **GOOGLE IT AUTOMATION WITH PYTHON CERTIFICATE**

Coursera , Mountainview, CA | Graduated in 2022

### **GOOGLE DATA ANALYTICS**

Coursera , Mountainview, CA | Graduated in 2023

### **INTERNETWORK ENGINEERING**

PC Age Career Institute , Jersey City, NJ | Graduated in 2011

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## **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**