MANUEL AGUILAR

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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. tradeshows/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 Expertise

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

EXPERIENCE

QA TESTER

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

- 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 fast-paced situations
- 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
- Traveling throughout the east coast to different tradeshows (AAO-American Association of Orthodontists, Yankee Dental Congress in Massachusetts, Greater New York Dental Meeting, Thomas P Hinman Dental Meeting and Exhibition in Atlanta, AAOMS-Dental Implant Conference). Working the floor aiding Spanish-speaking customers, representing the Technical department, and assisting the Sales/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 customers
- Documented and executed test user stories, tasks, sub-tasks, test plans, and 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, and 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 its accuracy and usefulness
- Reengineered new heavy-duty traveling cases in order to safely transfer $40,000.00~$200,000.00 radiology equipment to all tradeshows across the US. Make sure to keep the device's packaging as streamlined as possible, and improve the workflow of breakdown/setup procedures. Not only would it help 95% on the device wear and tear but also the general workflow

SUPERVISOR CUSTOMER/TECHNICAL SUPPORT

Oct 2011 - Jan 2018 | 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 (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 (TeamViewer), in the resolution of technical issues among company sites to ensure timely distribution of knowledge and a positive impact on customer satisfaction
- 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. Reassessed the basic training procedures regarding all devices and their pertaining software. Sharing data, insights, and solutions for future collaborations.

EDUCATION

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.

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.

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.

CERTIFICATIONS

MICROSOFT CERTIFIED PROFESSIONAL

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

COMPTIA NETWORK+

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

COMPTIA IT OPERATIONS SPECIALIST

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

GOOGLE IT AUTOMATION WITH PYTHON CERTIFICATE

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

GOOGLE DATA ANALYTICS CERTIFICATE

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

COMPTIA A+

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