

Manuel Aguilar

Senior Technical Support Engineer

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(908)4229-886 📞

Elizabeth, NJ 📍

IT Microsoft Certified Specialist offering a strong academic background in IT combined with great people skills that can provide excellent technical support. Very hardworking, dedicated and career-minded individual who is a quick learner, and fast troubleshooter.

WORK EXPERIENCE

Senior Technical Support Engineer/Manager

Vatech America 🌐

10/2011 - Present

Fort Lee, NJ

Vatech is a leading manufacturer of radiographic imaging solutions for the medical, dental, and veterinary fields with offices in over 70 countries worldwide.

Achievements/Tasks

- Dealer Training 🌐
- Dental Trade Shows
- Spain Customer Support Training 🌐
- Spain Dealer Training 🌐
- Czech Republic Customer & Technical Support presentation

CERTIFICATES

CompTIA A+ Certified

CompTIA Network+ Certified

Microsoft Technology Specialist

Windows 7 Configuration

Windows Server 2008 Network Infrastructure, Configuration

EDUCATION

Diploma in Internet-work Engineering

PC AGE Career Institute 🌐

2010 - 2011

Jersey City, NJ

SKILLS

• Cone-beam computed tomography systems analysis techniques and procedures, including consulting with the end-users (dental offices), to determine hardware, software or system functional specifications

• Teaching/Training troubleshooting software/hardware/customer support techniques

• Manage the installation service components(parts) load, deliver, install, spec, and train customers on the use and basic maintenance of equipment

• Diagnose problems to module or component level

• Installation, de-installation, equipment Repair, SW repair, trade shows and all duties related technical issues)

• Install Windows XP Professional, Windows Vista Business, Windows 7 Professional, Windows 10 Professional; NTFS permissions, diagnosing, troubleshooting, and support; backup and recovery.

• Install Windows Server; creating and administering user and group accounts; configure TCP/IP protocol suite; administer file and print services.

• Install and configuring DHCP, DNS, and Active Directory.

• TCP/IP installation; IP addressing and sub-netting; diagnosing and troubleshooting.

• Install and configure Cisco 2600 series routers and Cisco switches; routing protocols, configure VLAN, troubleshooting LAN/WAN problems.

• Install and configure motherboards, modems, and peripheral devices; upgrade memory, adapters and other hardware; Ethernet hubs, switches, and routers; network cabling.

• Install and configure Microsoft Office, and antivirus solutions.

• Install Linux Red Hat, creating and administering user and group accounts.

LANGUAGES

English
Native or Bilingual Proficiency

Spanish
Native or Bilingual Proficiency