

Miguel Angel Vargas Reyes

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Technical Support Analyst II, Hyland Software

August 2019 – Present

Proactively monitor issue-tracking systems for open support issues and provide assistance and troubleshooting suggestions to the owner of the support issue.

Enforce company guidelines and explain why desired solutions may not be available while minimizing further escalation.

Explore technologies that can be integrated with OnBase (Azure, AWS) in order to provide a more complete service that goes hand in hand with the market trends.

Collaborate with LATAM Services team to solve problems during the implementation and configuration phase and provide advice on best practices.

Technical Support Analyst I, Hyland Software

August 2018 - August 2019

Collaborated with team members to assist in case resolution.

Composed internal documentation that fully reflects all activity related to resolution of support request.

Established and maintained excellent working relationships with other professionals to provide support and resolve issues efficiently.

Provided insightful advice and friendly hands-on technical support.

Provided advice to coworkers based on knowledge of the software and other technologies.

Investigated unknown issues to assist in providing correct information and find solutions based on knowledge of the software.

Technical Support Analyst – Contractor, Hyland Software

June 2015 - August 2018

Monitor issue-tracking systems for open support issues from LATAM.

Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.

Managed customers' expectations of support and technology functionality in order to provide positive user experience.

Analyzed most common issues to identify troubleshooting methods needed for a correct solution.

Constantly seeking continuous improvements to remain current when assisting users with their troubleshooting needs.

CERTIFICATIONS

[Microsoft Certified: Azure Administrator Associate](#)

March 2021

[MTA: Windows Server Administration Fundamentals](#)

October 2020

[Microsoft Certified: Azure Fundamentals](#)

July 2020

[Oracle Cloud Infrastructure Foundations](#)

June 2020

PROJECTS

[Serverless resume website with view counter using Azure.](#)

April 2021

Built a responsive site in HTML.

View counter uses an Azure Function written in Node.js to update DynamoDB's counter.

The Azure function runs when the Endpoint is called by a JavaScript.

Content Delivery Network using a Blob Storage origin.

Website front-end is deployed to Azure Blob Storage through CI/CD pipeline using GitHub Actions.

Final product: <https://www.vargasreyes.cloud>

[Automated deployment of infrastructure for an OnBase Solution on AWS.](#)

September 2020

Developed stack that provisions and deploys the OnBase Database, App and Web Server, reducing the time that takes to create a Demo Environment by 85%.

Incorporated an Elastic Load Balancing to distribute workloads across servers.

Incorporated Amazon Simple Storage Service (Amazon S3) to store Document Types.

EDUCATION

INSTITUTO SUPERIOR TECNOLÓGICO CIBERTEC
[Computación e Informática](#)

2008 - 2012

IT Support Technician, FERINFO S.A.C.

March 2012 - October 2014

Researched new hardware and software solutions to determine and recommend products to fit the customer's needs and budget, this allowed to increase the target audience, hardware sales and services provided to customers.

Automated Windows installation, prepared, configured, deployed, maintained and upgraded systems.

Created scripts to allow automated installation of different applications.

Created a guide to maintain the SO images up to date.

Created documentation to help to provided answers and fixes to common customer technical questions.

Configured hardware, devices and software to set up workstations for employees.

Assisted users with troubleshooting network connectivity, Outlook, Windows OS errors, PC Applications, installing and troubleshooting network and local printers/scanners, virus and malware removal, and installing software.