

# NESTOR RAFAEL AYALA

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A hardworking and passionate job seeker with strong organizational skills eager to secure an entry-level software Developer job. I'm seeking real-world experience as a software Developer. Offers strong professional challenges utilizing interpersonal skills, Trustworthy with Integrity & Efficiency, excellent time management, and problem-solving skills. Eager to learn new languages and technologies.

## AREAS OF EXPERTISE

### Skills

Bilingual, Excellent Communication Skills, IT Support, PC & Networking Troubleshooting, Remote Access Support, Network Installation, Cisco Support (Routers/VOIP Phones), Smartphone/Tablet/RF Scanner Support, Mobile App Design, Website Support and Management, Database Management & Data Report Design, Website & Mobile Testing

### Tools

Active Directory, VMware, Microsoft Office 365, CISCO Umbrella Cloud Security, Proofpoint Security, Service Now, SQL Server Management Studio, HCL Big Fix Endpoint Mgmt. System)

### Operating Systems

Windows, Windows Server, Apple, Linux, Ubuntu, iOS, Android

### Languages

C#, SQL, HTML, JavaScript, CSS, PHP, MySQL, PowerShell Scripting

## EDUCATION & CERTIFICATIONS

### ITT TECHNICAL INSTITUE — Memphis, TN – 03/2015

*Associates of Science – Computer Networking System*

### UTEL UNIVERITY - Projected Graduation 9/2022

*Bachelors of Science – Computer Science*

### Online Courses:

#### Udemy:

*Curso de Desarrollo Web con HTML, CSS y JavaScript | Básico - complete*

*Modern HTML & CSS From the Beginning – complete*

*The Web Developer Bootcamp 2022 – start date 1/3/22*

### Certifications:

*ITIL Foundation*

*Microsoft Certified Solutions Associate (MCSA): Windows 7*

*Microsoft Certified Technology Specialist (MCTS): Windows 7*

*Installation, Storage, and Compute with Windows Server 2016*

*Automating Administration with Windows PowerShell*

## PROFESSIONAL EXPERIENCE

### GENERAL SESSIONS — Memphis, TN

#### IT Coordinator, October 2019 to Present

- Institute protocols for the use of IT across departments and projects
- Provide advice on the most suitable IT choices
- Provide technical support or training for systems and networks
- Act as a link between end-users and higher-level support
- Install and configure software and hardware (printers)

- Performed quick checks to attempt to resolve hardware problems.
- Addressed and followed-up with multiple vendors for issues and concerns
- Collaborate with other professionals to maintain standards and functionality
- Collects and maintains registration data and provides analytical reports for review. Applies federal, state, local and institutional laws, regulations and policies; performs all functions within FERPA compliance (Family Educational Rights and Privacy Act). Performs other related duties as assigned or directed.

### **Yusen Logistics Americas – Memphis, TN**

#### **Support Center Associate**, November 2015 to September 2019

- systems setup, establishing automated server generation routines, optimizing system performance, installing upgrades/patches, establishing system monitoring and maintaining security protocols.
- Monitors system and applications
- Maintain Print servers and share drivers and servers
- Provided technical assistance and support for incoming queries and issues related to computer systems, software, hardware and mobile devices (Desktop, laptop, server, iPhone, iPad, and Android)
- Install, configure, and maintain network printers
- Remote support, VNC
- Reset passwords and created domain accounts
- Install / de-install OS software for PCs and Laptops for various departments.
- Deploy imaged PCs and laptops and transferring user data and settings to the refreshed machines
- Performed quick checks to attempt to resolve hardware problems. If problems were not able to be resolved, we performed more intrusive troubleshooting before replacing any defective parts
- Implemented/Established the Active Directory (AD) in the company, migrated computers, printers, users and other peripherals.
- Installed new VOIP cisco phones and configure them remotely with user's information and voicemail
- Provide support for the company's e-mail system (e-mail administrations). Configured Microsoft Outlook
- Perform user/group administrations. Placed security settings on each computer using Group Policy Management.
- Making sure that all software is up to date
- Provided technical support to Spanish-speaking customers and vendors

### **Memphis Light Gas & Water – Memphis, TN**

#### **Service Desk Support**, June 2015 to November 2015

- Support, monitor, test, and troubleshoot hardware and software problems
- Remote support, VNC
- Reset passwords and created domain accounts
- Performed quick checks to attempt to resolve hardware problems.

### **AutoZone – Memphis, TN**

#### **IT Analyst 1**, June 2014 to June 2015

- Support, monitor, test, and troubleshoot hardware and software problems
- Install, configure, and maintain network printers
- Remote support, VNC
- Troubleshooting Routers and Switch
- Reset passwords and created domain accounts
- Performed quick checks to attempt to resolve hardware problems.
- Addressed and followed-up with multiple vendors for issues and concerns
- Provided technical support to Spanish-speaking customers and vendors

### **The Conrad Person Clinic – Memphis, TN**

**IT Personnel**, December 2013 to June 2014

- Support, monitor, test, and troubleshoot hardware and software problems
- Troubleshooting hard drive, memory, power supply, and motherboard issues on workstations
- Monitoring Servers
- Update the Intranet whether it be changing information or sometimes HTML coding
- Reset passwords and created domain accounts using Active Directory Users and Computer tool
- Remote support, Dame Ware
- Monitoring and fulfilling help desk support request
- Migrated and reconfigured user's Windows profiles after the desktop migration; reconfigured Outlook, mapped network drives, etc.
- Install, configure, and maintain network printers
- Build a new PC's for deployment

**References Available Upon Request**