

NOE TOVAR, MBA

San Antonio, TX | (956) 222-5605 | noetovar5@gmail.com

LinkedIn: <https://www.linkedin.com/in/noe-tovar-mba> | GitHub:

<https://github.com/noetovar5> | Skillsoft Badges:

<https://skillsoft.digitalbadges.skillsoft.com/profile/noetovar322053/wallet>

Professional Summary

Bilingual (English & Spanish) Enterprise Application Specialist with 25+ years of progressive IT experience spanning enterprise application support, cloud and on-premises infrastructure, and complex technical project delivery. Known for achieving exceptional customer satisfaction, driving automation initiatives, and delivering scalable technical solutions that align with organizational goals.

Hold an MBA in Communication, a BAS in Computer Science, multiple AWS and CompTIA certifications, and over 134 verified industry skill badges.

Demonstrated expertise across Windows, MacOS, and Linux environments, SQL Server, Windows Server, Adobe product suite, DNS, Networking, REST API, Apache, and IIS. Proven ability to optimize workflows, mentor global teams, and collaborate with Development and L3 engineering to resolve critical business-impacting issues.

Core Competencies

- **Enterprise Application Support:** XMPie, FreeFlow Core, Adobe InDesign Server, Salesforce CRM
- **Cloud Platforms:** AWS, Oracle Cloud, Microsoft Azure, Vultr
- **Infrastructure & Network Security:** SSL/TLS, DNS, Reverse Proxy, VLANs, Firewalls
- **Systems Administration:** Windows Server (2016–2022), SQL Server, Ubuntu/Linux, MacOS, Windows 10/11
- **Virtualization & Storage:** Proxmox, VMware, TrueNAS, Docker, Portainer
- **Scripting & Automation:** PowerShell, Bash, CMD, CronJobs
- **API Troubleshooting:** REST API, Postman, JSON, XML
- **Technical Leadership:** Client Training, Knowledge Base Development, Project Management, Author of *Delivering Great Customer Service*, *Mastering Soft Skills*, *Tech Support Onboarding*, and other technical titles at books.tovartech.org

Professional Experience

Remote Technical Support Engineer II

XMPie, a Xerox Company – Remote | June 2008 – Present

Enterprise Systems & Application Support Engineer

Specializing in XMPie, AWS, Azure, SQL Server, and Enterprise Application Ecosystems

- Provide **expert-level remote troubleshooting** for XMPie software across **Windows Server (2019/2022), Windows 10/11, MacOS**, and **Linux** environments, utilizing RDP, Teams, and WebEx to diagnose and resolve critical issues.
- Lead **enterprise server installations and migrations on AWS and Azure**, including **SQL Server deployment, IIS configuration**, and advanced **SSL/TLS, proxy, and port management**.
- Identify and remediate **complex system issues** such as blocked ports, browser caching errors, network latency, .NET application faults, expired SSL certificates, TLS protocol mismatches, DNS misconfigurations, and domain password policy impacts.
- Conduct **database performance tuning and optimization** for SQL Server to ensure maximum uptime and efficiency.
- Manage **global cross-functional collaboration** by mentoring junior and senior team members in **South America, India, UK, Ukraine, and the US**, ensuring consistent service delivery and technical excellence.
- Deliver **client training sessions** and tailored technical workshops, empowering users to maximize application functionality and system performance.
- Collaborate closely with **development teams** to escalate and resolve product-level issues, leveraging **Salesforce** for ticket management and **Jira** for issue tracking.
- Maintain an **extensive internal knowledge base** and author best-practice documentation for both internal teams and customer-facing support resources.
- Manage **end-to-end ticket lifecycle** in Salesforce, from initial intake to resolution, providing proactive email/phone/video communication with clients to ensure high customer satisfaction.

Technical Lab Manager

Xerox – Webster, NY | 1996 – June 2008

- Directed **enterprise-scale technical lab operations** valued at \$4M, overseeing **training programs, budgets, hardware/software lifecycle management**, and operational continuity.
- Designed, developed, and delivered **bilingual (English & Spanish) technical training programs** for internal teams, technical support staff, and external clients, enhancing global workforce capability.
- Managed **server patching, data backups, Unix system maintenance, and network configuration** for a mixed environment of **20+ Mac desktops, 20+ Windows desktops, and 4 enterprise digital color presses**.
- Resolved **complex networking issues** including IP conflicts, DHCP misconfigurations, and VLAN segmentation errors to ensure 24/7 lab uptime.
- Developed and produced **technical curriculum and marketing materials** for immersive, hands-on learning environments, boosting **training engagement and retention rates**.
- Maintained operational budgets, ensuring expenses remained within projections, and coordinated **all Xerox iGen technical training schedules** for internal support, sales, and marketing teams.
- Provided **expert-level Mac technical support**, including system updates, performance optimization, and installation of Adobe applications for training environments.
- Managed asset inventory, vendor relationships, and procurement for **hardware, software licensing, and consumables**, serving as **primary license administrator and software librarian**.
- Fostered a **quality-first, team-driven culture** that improved productivity, reduced downtime, and increased customer satisfaction.

Selected Technical Projects

IT Project Portfolio

Project Highlights

Virtualized Lab Environment with Proxmox & TrueNAS

Role: Systems Administrator

Timeframe: Jan 2023 – Mar 2023

Technologies: Proxmox VE, TrueNAS CORE, pfSense, Ubuntu Server, Windows Server 2019, Cloudflare DNS

- **Architected and deployed** a fully virtualized lab environment using **Proxmox VE** and **TrueNAS CORE** to simulate enterprise-scale infrastructure for training and testing purposes.
- Configured **multiple virtual machines (VMs)** and **Linux/Windows containers** to evaluate automation workflows, service deployment strategies, and network segmentation best practices.
- Implemented **pfSense firewall** with **VLAN-based network segmentation**, enabling hands-on study of advanced routing, traffic control, and security policies.
- Integrated **Cloudflare DNS** for domain management and tested enterprise backup and disaster recovery strategies.
- Utilized the environment for **Linux, Windows Server, and virtualization training**, strengthening skills in systems administration, network security, and high-availability configuration.

FreeFlow Core Workflow Automation Optimization

Role: Technical Automation Specialist

Timeframe: May 2024 – Ongoing

Technologies: FreeFlow Core, XMPie uProduce, Windows Server, PowerShell

- **Analyzed and resolved** performance bottlenecks in **PDF generation workflows** for digital printing clients, significantly improving processing speed and job throughput.
- **Optimized routing logic** and automated job submission processes via **FreeFlow Core hot folders**, reducing manual intervention and enhancing production efficiency.
- Developed and implemented **PowerShell automation scripts** to streamline backup procedures and perform scheduled error log cleanup, improving system stability and maintenance efficiency.
- Partnered with **Xerox L3 engineering** to identify, document, and remediate **system vulnerabilities**, ensuring compliance with security best practices and minimizing downtime.

REST API Integration with SQL Server

Role: Full Stack Developer (Training)

Timeframe: Feb 2025 – Mar 2025

Technologies: .NET Core, SQL Server, Postman, JSON, XMPie REST API, XML, IIS

- **Designed and developed** a REST API in **.NET Core** to process **JSON payloads** with **UTF-8 encoding** for seamless **database imports** into SQL Server.
- Created secure, scalable **API endpoints** to handle **authentication** and full **CRUD operations**, ensuring reliable integration with enterprise applications.
- Deployed the API on **IIS**, implementing **role-based access controls** and secure endpoint configurations to safeguard sensitive data.
- Built **data validation and parsing logic** to handle multiple encoding formats (JSON/XML), ensuring high data accuracy and integrity.

Apache Web Server Deployment on Vultr Cloud Platform

(books.tovartech.org)

Role: Website Designer / Web Developer / Linux Server Administrator / Apache Administrator

Timeframe: Feb 2025 – Mar 2025

Technologies: Cloudflare DNS, Vultr Cloud Platform, Ubuntu Linux Container, Apache Web Server, HTML, WinSCP, Visual Studio Code, Adobe Photoshop CC2025, Canva

- **Provisioned and configured** a lightweight **Ubuntu Linux container** on the **Vultr Cloud Platform**, optimizing server resources compared to a Windows Server deployment.
- Installed, configured, and launched an **Apache Web Server** to host a static HTML website promoting authored books listed on Amazon.
- Developed and deployed the site using **Visual Studio Code** and **WinSCP over SSH** for secure file transfer.
- Created **animated GIFs** and promotional assets using **Adobe Photoshop CC2025** and **Canva**, enhancing site engagement and visual appeal.
- Implemented **Cloudflare DNS management** with **SSL encryption**, securing all communications between the DNS server and Apache web server.
- Configured URL redirection rules to route website visitors directly to Amazon product listings, streamlining user navigation and boosting visibility.

On-Premise SQL Server Migration to AWS EC2

Role: Technical Support Specialist

Timeframe: May 2024 – Ongoing

Technologies: SQL Server Express 2022, SQL Server Management Studio, Windows Server 2022, PowerShell (RoboCopy), Microsoft OneDrive

- **Remotely connected** to the client's on-premise **Application SQL Server** via **RDP** and VPN to perform full **database migration** to AWS.
- Utilized **SQL Server Management Studio** and custom SQL queries to back up all databases, storing them locally prior to transfer.
- Leveraged **RoboCopy** to securely transfer database backups to a **Microsoft OneDrive share**, then retrieved them on the AWS EC2 Windows Server via UNC PowerShell commands.
- Installed and configured **SQL Server Express 2022** and **SQL Server Management Studio** on the AWS EC2 instance.
- Restored all SQL Server databases, then **optimized performance** through database/file shrinking and full index reorganization.
- Applied **security hardening** by disabling the SQL Server SA account, ensuring only authorized user accounts could access databases.
- Configured **SQL Server ports and services** via SQL Server Configuration Manager, enabling TCP port 1433 and the SQL Browser service for client connectivity.

Windows Server IIS Installation & Reverse Proxy Configuration

Role: Technical Support Specialist

Timeframe: May 2024 – Ongoing

Technologies: XMPie uProduce, Windows Server 2022, IIS, Helicon, PowerShell

- Installed and configured **Internet Information Services (IIS)** roles and features on **Windows Server 2022** to support enterprise application deployment.
- Deployed a **customer-provided SSL certificate**, configured port 443 bindings, and applied secure HTTPS encryption to protect client-server communications.
- Implemented a **reverse proxy architecture** using **Helicon** to route traffic securely from the DMZ to internal application servers.
- Developed and applied **custom redirect rules** to ensure seamless application accessibility while maintaining security compliance and performance standards.

File Share Access Configuration for Enterprise XMPie Applications

Role: Technical Support Specialist

Timeframe: May 2024 – Ongoing

Technologies: FreeFlow Core, XMPie uProduce, Windows Server 2022, NAS, OpenVPN

- Resolved **network file share accessibility issues** between a customer's NAS and **Windows Server-hosted enterprise applications**.
- Identified root cause via **Windows Services Manager**, discovering applications were running under a **local administrator** account instead of a **Domain Admin** account.
- Created a dedicated **Service Domain Account** with the necessary permissions and configured all relevant applications to run under this account for secure resource access.
- Established a **matching user account on the NAS** with access restricted solely to the application's network share, ensuring **principle of least privilege** compliance.
- Verified end-to-end functionality by launching the application via port 80 in Chrome and successfully saving **PDF output** to the network file share.

Clean Installation of Windows Server 2022 on Dell Precision T7810

Role: Personal Home Environment

Timeframe: May 2024 – Ongoing

Technologies: FreeFlow Core, XMPie uProduce, Windows Server 2022, PowerShell, Task Scheduler, SQL Server Express, SSMS, Adobe InDesign Server, NAS

- Performed a **clean OS installation of Windows Server 2022** on a Dell Precision T7810, preparing the system for enterprise-level **XMPie .NET applications**.
- Installed and configured all required **Windows Server roles and features** including the latest **.NET Framework** and **IIS** for application hosting.
- Deployed and configured **SQL Server Express** and **SQL Server Management Studio (SSMS)**, then executed application installers to ensure proper deployment.
- Validated **integration between XMPie applications and Adobe InDesign Server**, confirming successful generation of PDF output files.
- Automated **nightly file system backups** to a customer NAS by creating a **PowerShell script** executed via **Windows Task Scheduler**.

- Provided the customer with a documented **monthly maintenance plan** to optimize server performance, reliability, and security.

Cloudflare Tunnel Setup for On-Premise Website Hosting

Role: Technical Support Specialist

Timeframe: May 2024 – Ongoing

Technologies: Cloudflare DNS, Proxmox, Ubuntu Linux Container, Apache Web Server, SSL/TLS

- Configured a **Cloudflare Tunnel** to securely connect on-premise **Windows and Linux servers** to **Cloudflare DNS**, enabling external access to internal web services.
- Installed and configured the **Cloudflare local connector** on an **Ubuntu Linux container** hosted in a **Proxmox virtual environment**, creating a **public hostname rule** for external routing.
- Created and applied a **custom DNS rule** to point a personal domain name to the on-premise container, ensuring reliable cloud accessibility.
- Installed and configured an **SSL certificate** on the Apache web server to enable **encrypted HTTPS (port 443)** connections, ensuring secure client-server communication.

SQL Server Database Mirroring Configuration

Role: Technical Support Specialist

Timeframe: May 2024 – Ongoing

Technologies: Windows Server 2022, SQL Server Developer Edition, SSMS, VLAN, Proxmox

- Built a **SQL Server high-availability mirroring environment** within a **Proxmox virtualized lab**, deploying three VMs designated as **Principal Server**, **Mirror Server**, and **Witness Server**.
- Configured all VMs on the same subnet (**192.168.1.X**) and validated **firewall settings** to ensure unrestricted communication between nodes.
- Installed and configured **SQL Server Developer Edition** on all three servers, creating an initial database and enabling **mirroring features**.
- Tested connectivity between servers using a **UDL file** to confirm **port 1433 inbound/outbound traffic**, ensuring proper mirroring synchronization.

OpenVPN Server Deployment for Secure Remote Access

Role: Technical Support Specialist

Timeframe: May 2024 – Ongoing

Technologies: Linux Ubuntu Container, OpenVPN (Open Source), Proxmox, Windows 11

- Deployed a **Linux Ubuntu container** within a **Proxmox virtualized environment** to serve as a secure **OpenVPN server**.
- Installed and configured the **OpenVPN open-source server package**, implementing encryption settings to ensure secure remote connections.
- Installed and configured the **OpenVPN client** on a Windows laptop, successfully establishing secure access to the home network and connected systems.

Windows Server 2022 Automated Disk Cleanup Script

Role: Technical Support Specialist

Timeframe: May 2024 – Ongoing

Technologies: Windows Server 2022, Windows 10, PowerShell, Task Scheduler

- Developed and implemented a **PowerShell automation script** to perform scheduled **temporary file cleanup** on Windows Server 2022 systems.
- Script cleared both **user temp directories** and **Windows system temp folders** to maintain optimal storage and performance.
- Configured **Windows Task Scheduler** to execute the cleanup script nightly at 2:00 AM, ensuring consistent server health and preventing unnecessary disk space consumption.

Automated Backup and Disaster Recovery for Linux Servers

Role: Home Linux Server Maintenance & Automation Scheduling

Timeframe: May 2024 – Ongoing

Technologies: Ubuntu Linux Servers, Apache Web Server, Cron, TAR, TrueNAS, RoboCopy, Windows Task Scheduler

- Designed and implemented a **nightly automated backup system** for home lab Linux web and file servers using **Cron jobs** and **TAR archives**.
- Scheduled Cron tasks to create **compressed TAR backups** of Apache web server HTML directories at 2:00 AM.
- Configured **automatic NAS mounting** at server boot to ensure persistent UNC path availability for backup operations.
- Scheduled a secondary Cron job to transfer TAR files to a dedicated backup folder on **TrueNAS1** for primary storage.
- Developed a **RoboCopy script** executed via **Windows Task Scheduler** at 4:00 AM to replicate backups from **TrueNAS1** to **TrueNAS2**, enabling **disaster recovery redundancy**.

AWS ECS (Elastic Container Service) Setup & Configuration

Role: AWS Certification Training

Timeframe: May 2024 – Ongoing

Technologies: AWS ECS, Windows Server, PowerShell, Docker Containers

- Designed and configured an **AWS ECS cluster** to host and manage containerized workloads, gaining hands-on experience in **cloud-native application deployment**.
- Integrated ECS with **Docker containers**, configuring task definitions, service scaling, and load balancing for optimal performance.
- Used **PowerShell automation scripts** to streamline deployment workflows, manage logs, and perform scheduled maintenance tasks.
- Applied AWS security best practices, including **IAM role assignments** and **network configurations**, to secure workloads and ensure compliance.

Postman for REST API Integration with Enterprise XMPie Applications

Role: Technical Support Specialist

Timeframe: May 2024 – Ongoing

Technologies: Postman, REST API, FreeFlow Core, XMPie uProduce, Windows Server, PowerShell

- Installed, configured, and mastered **Postman** for testing and validating **REST API calls** to integrate enterprise **XMPie applications** with external systems.
- Developed and executed **API request collections** for authentication, data submission, and job status retrieval to streamline application workflows.
- Diagnosed and resolved integration issues, improving **PDF generation speed** and reliability within digital printing workflows.
- Created **PowerShell automation scripts** to manage backups and log cleanups, enhancing system stability and reducing manual maintenance efforts.
- Partnered with **Xerox L3 engineering** to troubleshoot API-related vulnerabilities and ensure secure, optimized connections between applications

Personal GitHub Setup & Configuration

Role: Technical Support Specialist

Timeframe: May 2024 – Ongoing

Technologies: GitHub, Git, Windows Server, PowerShell, FreeFlow Core, XMPie uProduce

- Created and configured a **personal GitHub account** to host, version-control, and share technical scripts, configuration files, and project documentation.
- Established **private and public repositories** for **PowerShell automation scripts** and application support tools, improving accessibility and collaboration potential.
- Integrated **Git** with local Windows Server and development environments to streamline commit, push, and pull workflows.
- Leveraged GitHub for **code backup and version tracking**, ensuring all updates to automation scripts and configuration files were securely stored and recoverable.

Uptime Kuma Deployment on Ubuntu Linux Container

Role: Technical Support Specialist

Timeframe: May 2024 – Ongoing

Technologies: Ubuntu Linux, Uptime Kuma (Open Source), Proxmox, Docker

- Created an **Ubuntu Linux container** in a **Proxmox virtualized environment** to host **Uptime Kuma**, a self-hosted open-source uptime and monitoring tool.
- Installed and configured **Uptime Kuma** to monitor application availability, server performance, and endpoint uptime.
- Set up **alerting and notification rules** to proactively detect downtime and performance degradation.
- Used the deployment as part of a **home lab monitoring infrastructure**, enabling real-time oversight of critical systems and services.

C# Server Information Application Development

Role: Technical Support Specialist

Timeframe: May 2024 – Ongoing

Technologies: C#, .NET, Windows Server, GitHub

- Developed a **C# desktop application** to collect and display critical **server information** for troubleshooting and diagnostics.
- Implemented features to retrieve details such as **OS version, hardware specifications, network configuration, and uptime**.
- Designed the application for **portability**, allowing quick deployment across Windows servers for rapid issue assessment.
- Published the project to **GitHub** for version control, collaboration, and future enhancements.

SQL Server Connectivity Testing & System Performance Monitoring

Role: Technical Support Specialist

Timeframe: May 2024 – Ongoing

Technologies: UDL Files, SQL Server, Windows Server, Linux, FreeFlow Core, XMPie uProduce, PowerShell

- Utilized **UDL (Universal Data Link) files** to quickly test and validate **SQL Server connections** during troubleshooting, confirming proper port access and authentication settings.
- Monitored Linux system performance using **HTOP** and **TOP**, and Windows performance using **Task Manager** and **Event Viewer** to identify and resolve system bottlenecks.
- Applied troubleshooting and monitoring skills in **enterprise application environments**, supporting mission-critical FreeFlow Core and XMPie uProduce deployments.
- Maintained **customer satisfaction ratings above 86%** for multiple years by delivering timely, accurate solutions and collaborating with **global teams** in India, Australia, Israel, and Ukraine.

Project list is a sample of the dozens of projects for work or training self-improvement that show where I have Leveraged certifications including

AWS Cloud Practitioner, CompTIA A+, Network+, Security+, along with an **MBA (University of Phoenix)** and **BAS in Computer Science (Dallas Baptist University)** to bridge **technical expertise and business strategy**.

Additional Skills & Accomplishments

- **Published Author & Content Creator** – Author of multiple technical and customer service books, including *Customer Satisfaction*, *Soft Skills*, and *Tech Support*, as well as a YouTube channel dedicated to SQL Server and Linux tutorials.
- **Advanced Troubleshooting** – Expert in diagnosing and resolving complex system and network issues across cloud, hybrid, and on-premises environments.
- **Cloud & Hybrid Infrastructure Hardening** – Experienced in deploying and securing solutions on AWS, Oracle Cloud, Cloudflare, and hybrid architectures.
- **Automation & Scripting** – Skilled in PowerShell, CMD, HTML, and learning C#; proficient in automating server maintenance and database operations.
- **Virtualization Management** – Administering and securing Proxmox, VMware, and Hyper-V platforms.
- **Database Expertise** – Designing, tuning, and optimizing SQL Server databases for performance and reliability.
- **Enterprise Application Proficiency** – Experienced with Salesforce, Adobe InDesign Server, XMPie, REST API integration, and WordPress.
- **Broad Technical Knowledge** – Proficient in Windows Server 2022, MacOS, SSMS, IIS, SSL/TLS, DNS, Reverse Proxy, and multiple networking, security, and web technologies.
- **Industry Credentialing** – Holder of numerous technical skill badges and certifications, viewable at: [Skillsoft Digital Badges – Noe Tovar](#)

Education

- **Master of Business Administration (MBA), Communication** – University of Phoenix, Dallas, TX | 2014–2016
- **Bachelor of Applied Computer Science (Communications)** – Dallas Baptist University, Dallas, TX | 2008–2014
- **CompTIA Certification Program** – Austin Community College, Austin, TX | 2018

Certifications

- **AWS Certified Cloud Practitioner** – 2022
- **CompTIA Security+** – Certification ID: COMP001021385248 | 2019
- **CompTIA A+** – 2018
- **CompTIA Network+** – 2018
- Over **80 Digital Skill Badges** via Skillsoft – [View Credentials](#)

Languages

- **English** – Fluent
- **Spanish** – Fluent