

## NOE TOVAR-MBA

BILINGUAL AWS/COMPTIA CERTIFIED IT

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### Leadership | Customer Service| IT Professional

Accomplished professional with 25+ years of experience Customer facing Consulting, Training, Technical Infrastructure and Support executing end-to-end projects within the set parameters and identifying bottlenecks and defects to improve operational efficiency. Proficient in managing multiple quality standards and routinely meeting production schedules, deploying process improvement strategies, minimizing downtime by applying preventive/predictive maintenance concepts, and implementing creative solutions to meet business needs. I have a Masters Degree, 83 IT Badges, and Certified in AWS, Security+,Network+,A+.

### CORE COMPETENCIES

• Leadership/ Project Manager	• Customer Service/Client Success	• Training & Development
• Windows Server/ MAC OS	• Cloudflare DNS	• IT Infrastructure Management
• Linux	• SSL Certificate/ IIS	• Ubuntu Linux Containers
• Networks	• Troubleshooting/ Remote Support	• Salesforce
• Network Security	• Apache Server/ WordPress	• Microsoft Office Suite
• SQL Server/ Install configure migration	• Leadership/ Training Manager	• Oracle Cloud/ AWS/ Vulture
• Proxmox, VMware, NAS, Portainer	• Awards for highest customer satisfaction multiple years	• Cloud Migrations/ API /Postman

### PROFESSIONAL EXPERIENCE

#### Remote Technical Support Engineer II

XMPie | XEROX COMPANY

JUNE 2008 TO PRESENT

Overview: Deliver troubleshooting & external customer support for XMPie Software. Including server support, programming, etc. RDP into customer Servers to troubleshoot issues with the OS, IIS, Applications, Ports, IIS bindings and escalate to Developers when Software is the issue either Mac or Windows 10 workstations or via Webex, Teams meeting to help troubleshoot issues with the OS, Software or Network issue such as blocked ports on Firewall or not enabled via whitelists.

- Installation & configuration of Windows server (2016, 2019, 2022).
- Installation & configuration of MS SQL Server (2012, 2016, 2019,2022).
- IIS and Proxy server configuration, add SSL certificates in place and add Bindings.
- Server migration to AWS and Azure Cloud servers.
- Analyze and identify symptoms of SQL and cluster VM servers with Microsoft Load Balancers
- Technical support for Windows 10, Mac OS , Linux and SQL Server
- Document all activities with case notes and knowledge sharing articles via Salesforce
- Deliver excellent customer support and advanced Troubleshooting on Network, Windows Servers, or Desktop.

- Using Teams, Webex, Remote Desktop access clients Server or Desktop and install applications/ deliver training or troubleshoot issues with their applications, operating systems, network ports, firewalls, or mis configurations.
- Client Mentoring, Training and World Class Customer Support.

#### **Technical Lab Manager**

**XEROX WEBSTER, NEW YORK**

**1996 – JUNE 2008**

Overview: Oversee day-to-day operations, design strategy, and set goals for growth.

- Maintain budgets and optimize expenses. Established policies and processes. Ensure employees work productively and develop professionally and offer prompt solutions to issues. Prepare regular reports for upper management.
- Develop, Design, and print all Marketing Materials and Training curriculum handouts for hands on technical labs.
- Manage 4 million Dollars of Xerox Lab Equipment and keep Mac and Linux Servers backed up, keep them updated with latest patches and Operating System. Schedule, Deliver and Completed corporate training to Xerox Customers and Xerox Employees and successful managing my own training center and delivering training to customers and new employees.
- Spearhead the Technical Lab team and nurtured a healthy workplace culture and values by maintaining transparent communication.
- Facilitate weekly/monthly training for the Technical Lab Team to maintain team cohesion, increasing productivity by 32%.
- Confirm the company's credibility by contributing to the Technical Lab Team's development and applications, increasing brand recognition, and reinforcing user loyalty by maintaining a customer satisfaction rating of 90% or above.
- Maintain Unix Servers by applying patches and creating backups and keeping hard drive space low to deliver weekly labs.
- Delivering Training, Consulting and Mentoring sessions in both English or Spanish to external and internal corporate customers and developing new strategies to grow the Training Center business model while achieving high customer satisfaction surveys for customer retention.

#### **EDUCATION & CERTIFICATION**

• AWS Certified	Cloud Practitioner Foundational Online Campus	2022
• Security+ Certification _	COMP001021385248 Lewisville TX	2019
Austin Community College	Austin Free Net CompTIA Certification Program Austin, TX	2018
• (CompTIA A+ Certified)	• (CompTIA Network+ Certified)	
• University of Phoenix	Master of Business Administration (M.B.A.) Communication Dallas, TX	2014-2016
• Dallas Baptist University (B.A.S.C) Communications Major		
Bachelor of Applied Computer Science Communications		2008-2014

#### **HOBBIES**

- Self-Published Amazon Author of Soft Skills and Customer Support Books



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