



# OSCAR SALAZAR

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## SUMMARY OF QUALIFICATIONS

- Advanced Knowledge in Technical support of Desktops, Laptops, Printers, Network Devices.
- Extensive experience in technical support, maintenance and troubleshooting in Microsoft Windows (7, 10, 11).
- Knowledgeable in administration, implementation, and support of the Networks platform wire and wireless (Network Wiring, Routing, Switching, Firewall, VPN, Access Point).
- Knowledge in Technical support of MacOS, IOS and Android.
- Experience supporting remote desktop control tools (Any Desk, RemotePC, No-IP, VNC, RDP).
- Knowledgeable in the implementation, administration, maintenance, and migration of Microsoft Windows Server platforms, as well as services and roles (AD DS, AD FS, DHCP Server, DNS Server, File and Storage Services, Hyper -V, Web Server IIS, Windows Server Update Services WSUS, Group Policy).
- Experience in implementation, administration, and maintenance of Microsoft Azure (Azure Active Directory, Virtual Machines, Virtual Networks, Azure Storage) and on Microsoft 365 (Directory, Exchange Online, SharePoint Online, OneDrive).

## SKILLS AND EXPERIENCE

### Skills

- Ability to identify problems, troubleshoot, and deliver strategic solutions.
- Dedicated to the investigation of new technologies, analysis, and innovation.
- Ability to work under pressure, with short delivery times.
- Knowledgeable on the formulation, planning and execution of technological projects.
- Experience with Budget planning and Capacity Planning.
- Skilled in development of agile technological infrastructure projects under the SCRUM methodology.
- Flexible in adapting to changes, new situations, and schedules.

### Experience

- Knowledgeable in technical support, maintenance, and troubleshooting of desktops, laptops, printers, and Microsoft Windows operating system (7, 10, 11) to guarantee the operational business continuity.
- Extensive experience in Administration, implementation, and maintenance of technological services (Printing, File Sharing, Directory, Internet, Mail, Web, Applications, Data Bases, Backup) on premises and on Microsoft 365 Cloud.
- Experience in implementation, administration, and maintenance of Networks platform wire and wireless (network wiring, Routing, Switching, Firewall, VPN, Access Point).

## EMPLOYMENT HISTORY

### IT SUPPORT SPECIALIST

JUL 2022 – CURRENT

CERAGUI CONSTRUCTION SERVICES LTD  
(EDMONTON, AB – CANADA)

### TECNOLOGICAL PROJECTS SPECIALIST

DEC 2017 – DEC 2019

TODOSISTEMAS STI - OUTSOURCING BANK BANCAMIA  
(BOGOTA, COLOMBIA)

### TECHNOLOGICAL INFRASTRUCTURE SPECIALIST

SEP 2010 – OCT 2017

CRIPOTEC SISTEMAS, C.A  
(CARACAS, VENEZUELA)

## EDUCATION

### PROJECT MANAGEMENT SPECIALIST

Unitec University, Bogota – Colombia

### BACHELOR'S IN COMPUTER ENGINEER

Alejandro de Humboldt University, Caracas – Venezuela

## PROFESSIONAL DEVELOPMENT / CERTIFICATIONS

- Agile methodologies workshop
- Microsoft Certified Solutions Associate Windows Server 2012 – 2016
- Core Banking Infrastructure e-IBS
- iSeries Replication technology IASP
- ITIL V3 Foundation for IT Service Management
- Fast Track Certified Information System Security Professional CISSP
- Fast Track Cisco Associate certifications CCNA
- Project Planning, Evaluation and Execution
- Standard First Aid W/ CPR
- Alberta Class 4 driver's licence