

# OMAR RODRIGUEZ

[OmarRodriguezT@gmail.com](mailto:OmarRodriguezT@gmail.com)

813 618 7808

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## PROFESSIONAL EXPERIENCE

FREELANCER since 2015 -> [www.ITContinental.com](http://www.ITContinental.com)

VTUSA, USA

2012-2015

### **Full stack Developer**

**Overview:** Oversees the administration and maintenance of the company IT infrastructure, Install and implement Windows/Linux servers, Active Directory, DNS, Viciial Clustering. Manage the network.

Voiceteam, Santiago, Dominican Republic,

2009-2012

### **IT Manager**

**Overview:** Responsible for the management, creation and implementation of 95% company apps formation system in the company, developing in-house cost-effective solutions to reduce 95% of the IT company's budget. Contact Center Dialer implementation with more than 100 agents.

DataVimenca, Santiago, Dominican Republic,

2007-2009

### **Workforce Manager –**

**Overview:** Responsible for the automation and integration of all company web/excel VBA reports. Responsible for development of company intranet system

United Near shore Operations, Santiago, Dominican Republic,

2004-2007

### **Application Development and Database Administrator (DBA)**

**Overview:** Responsible for the automation and integration of all company reports using. Call center with more than 300 agents

- To analyze the best way to do daily tasks for collect and submit information using the database, visual studio and other tools.
- Responsible for Avaya dialer system management

Verizon Teleservices, Santiago, Dominican Republic,

1999-2004

### **Technical Support/Workforce**

**Overview:** Responsible for automation of all company reports using vba/excel and SQL DataBase

# OMAR RODRIGUEZ

Page 2

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## COMPUTER SCIENCE SKILLS

### Programming Languages

- Visual Basic.net \*
- ASP.net \*
- PHP \*\*\*
- LARAVEL \*
- VB Scripting \*\*\*
- Linux Bash \*\*
- VUEJS \*
- Java script \*
- Perl \*

### Data Bases

Over 15 years of experience including store procedures, triggers, cursors, functions (scalar, type tables & multistatements), views, synonymous, user permissions and roles, backup & restore, tune up, etc.}

- Microsoft SQL \*\*\*
- MySQL \*\*\*
- PostGress \*\*
- Sybase \*
- Oracle \*
- Access \*
- MongoDB \*

### Windows server (Installation and management)

- Active Directory
- Terminal server
- Logon/logoff scripting
- DNS
- DHCP
- IPsec
- Advance printer and files sharing services

### Linux Servers (Installation and management - Centos,Opensuse, Ubuntu, Fedora,Vicial)

- Iptables/fw
- Networking
- Services
- NTP
- SSH
- DHCP
- DNS
- LDAP
- NFS
- Samba
- SFTP
- User and group rights

### Proxy Severs

Squid Proxy Server and Microsoft Internet Security and Acceleration (ISA) server

### Mail Servers

Exchange Mail Server

### Virtualization

Virtualization: Hyper V, VMware, Cloud Computing, Virtual Box

# OMAR RODRIGUEZ

Page 3

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## Contact Center Dialers

Asterisk/Vicidial/GoauoDial /XCally

- Remote Install
- Contact optimization
- Dial Plans
- IVR
- Voicemail to email
- FXO/FXS
- Trunking
- Voice recording and monitoring
- Queues
- Ring groups
- Voice recognition
- Text to speech
- Paging
- Conferences
- Fax to email
- Voice reminder
- VTiger integration
- Data base voice interactions

-Avaya Mosaix Predictive Dialer System

-Nortel - Symposium

## Developed/implemented projects

Payroll text file formatting vba script for Banco Popular Dominicano

Human Resources employee's system

Payroll in/out integration with the dialer

Intranet system (Management of employees, reporting, payroll, employees schedule)

Automate all reporting needs using VBA and others tools for call centers in Dominican Republic and USA

## EDUCATION

### COMPUTER SCIENCE DEGREE (TELEMATICA)

PONTIFICIA UNIVERSIDAD CATOLICA MADRE Y MAESTRA 2008

## CERTIFICATIONS

- Microsoft Certified IT Professional (MCITP) 70-246 Windows server 2008 Administrator
- Microsoft Certified IT Professional (MCITP) 70-642 - Windows server 2008 Network
- Infrastructure GNU/Linux Certified IT Professional – GCIT