



ROGELIO GUERRA RIVERÓN

Work Experience

IT Specialist, ECGS - Jan. 2023 - Jan. 2024

- Customer service, software, and hardware maintenance on servers and workstations for a small company.
- Server management, server configuration on Linux and Windows operating systems.
- Configuration of services such as Active Directory, DNS, firewalls, and email.
- End-user support in application installation, services, and training.

Network Administrator, Azumat Logistics Company Jan. 2002 - Jan. 2023

- Remote and on-site server support.
- Installation, maintenance, and setup of Linux and Windows OS.
- User support, advice on OS configurations, office applications, email, etc.
- Installation, maintenance, and updating of servers.
- Regular system backups to ensure data restoration capabilities.
- Network performance monitoring to ensure efficient system operation.
- Development of enterprise computer network systems.
- Network management protocol architecture.
- Network support, troubleshooting, and problem resolution.
- Planning and implementing updates for hardware and software systems.
- Development of LAN, WAN, and MAN networks.
- Cybersecurity system installation and malware protection measures.
- Tasks performed with HTML, CSS, SQL.

Collections Manager, Freelance Jan. 2012 - Jan. 2024

- Collections and payments to freelancers, business accounting management, statistics, and consultancy.
- Financial assistance to freelancers and other companies.

IT and Accounting Work, Various Sept. 1990 - Dec. 2011

- Worked in various companies where I mainly handled IT-related tasks, as well as accounting, statistics, and warehouse management.

Education

Bachelor's Degree in Education, UAH May 2012

- Completed undergraduate studies with excellent results in IT-related topics.

French Language, French Alliance of Cuba July 2012

- Completed studies in French at the French Alliance of Cuba.

Technical Degree in Planning, Institute of Economics July 1990

- Completed studies in various economic subjects, including accounting, finance, statistics, ATM, etc., with a focus on economic planning.

Contact Information

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Professional Summary

Dynamic and dedicated professional with a proactive attitude, capable of identifying solutions to optimize organizational processes, proposing improvements to increase efficiency. Focused on maintaining the proper operation and availability of IT systems and networks, and adhering to data backup policies.

Responsible, client-oriented professional committed to ensuring client satisfaction. Extensive experience in IT and customer service, with positive references from all previous positions. Versatile in working both in a team and independently.

Skills

- Windows and Linux networks, both on-site and remote.
- Virtualization technologies.
- Specialized in network services such as AD, email, DNS, DHCP, among others.
- Proficient in implementing firewalls and network security policies and analyzing traces.
- Final customer support in service configuration.
- Experience with HTML, CSS, SQL, Python.
- Management of collections and tax payments for freelancers.
- Business financial management consulting for freelancers.
- IT skills.
- Knowledge of accounting regulations.
- Work commitment.
- Technical consulting.