ANGEL GUEVARA

IT Specialist & Developer

North Jersey/NYC Metro Area

PROFESSIONAL SUMMARY

Innovative IT specialist with 10+ years of experience, combining traditional system administration expertise with cutting-edge AI-assisted development practices. Demonstrated success in leveraging AI tools for automation, technical documentation, and efficient problem-solving. Proven track record in technical support, application management, and cross-functional collaboration. Skilled in enhancing application performance and user experience through analytical thinking and systematic troubleshooting. Bilingual in English and Spanish.

TECHNICAL EXPERTISE

AI & Development

- **AI Integration:** Claude, ChatGPT, Windows Copilot, Google Gemini, Custom Chatbots, AI-assisted code generation

- **Programming:** Python, JavaScript, Node.js, Bash, PowerShell, VBA (Excel), Advanced scripting

- **Web Technologies:** React, HTML, CSS, Flask, FastAPI, WebSocket communication

- **Development Tools:** VS Code, GitHub (GUI and basic terminal commands), Docker, Postman

Infrastructure & Systems

- **Operating Systems:** Windows Server (2003-2016), Windows (7-10), Linux (Ubuntu), OS X

- **Virtualization:** VMware vSphere, VMware Workstation Pro, Hyper-V, VirtualBox

- **Cloud Services:** Microsoft 365 Admin Center, Azure, Cloud infrastructure management

- **Hardware:** Enterprise servers, Network devices, Desktop/Laptop management, Printers, Mobile devices, Infrastructure equipment

Networking & Security

- **Core Technologies:** TCP/IP, IPv4, DNS, ARP, TRACEROUTE, PING, IPCONFIG

- **Security Infrastructure:** Cisco Meraki, Firewalls, VPN configuration, Network security protocols

- **Communication Protocols:** FTP, SFTP, SSH, Remote access solutions

- **Network Administration:** Routing, Switching, Wi-Fi configuration, Network diagnostics

Data Management & Integration

- **Databases:** MSSQL, MS Access, PostgreSQL, MongoDB

- **EDI Systems:** Direct mail marketing order processing, Transaction validation, Purchase order management, Shipping notices, Invoicing

- **Microsoft Suite:** Advanced Excel functions, VBA automation, Office 365 administration

- **Data Processing:** EDI transaction sets, Automated validation systems, Error handling protocols

Support & Collaboration

- **Service Platforms:** Zendesk, Jira, Trello, Slack

- **Monitoring Tools:** ContentCatcher, N-Able, LogMeIn, TeamViewer, VNC, GoToAssist

- **Documentation:** Knowledge base management, Technical writing, Process documentation

- **Support Systems:** Help desk management, Ticket tracking, Incident response

PROFESSIONAL EXPERIENCE

IT Support Lead / Systems Coordinator

Federal Direct | Little Falls, New Jersey | February 2023 - July 2024

- Reduced development time by 40% through implementation of AI-assisted development practices and effective prompt engineering strategies

- Designed and deployed custom AI chatbots for business process automation, resulting in 60% reduction in routine support queries

- Implemented and managed Cisco Meraki network infrastructure, including VPN (AnyConnect) configuration for secure remote access

- Modernized EDI systems for direct mail marketing operations, achieving 70% faster order processing with improved accuracy

- Led IT support for 60+ employees, managing incident resolution through Zendesk and conducting root cause analysis

- Utilized monitoring tools (ContentCatcher, N-Able) for proactive system performance analysis and issue detection

- Developed Python, Bash, and PowerShell scripts for system automation and workflow optimization

- Architected and maintained Excel VBA solutions for accounting processes, significantly improving data processing efficiency

- Managed comprehensive EDI data transactions, including purchase orders, shipping notices, and invoices

- Coordinated user training programs for new applications and features

- Collaborated with development teams for bug resolution and feature implementation

Technical Support Lead / Systems Administrator

Quercus Technologies | Lyndhurst, New Jersey | May 2016 - December 2022

- Served as primary IT specialist for US office, managing all technical operations and system administration

- Achieved 99.9% system uptime through proactive monitoring and maintenance

- Implemented comprehensive documentation system using Trello and Jira, improving team collaboration

- Provided advanced (Tier 2) technical support for complex client issues

- Managed software updates and hardware integration across the organization

- Developed and delivered technical training programs for internal and external clients

- Managed complex networking protocols and infrastructure, ensuring optimal performance and security

- Planned and conducted on-site surveys for camera installations, collaborating with clients to review building and floor plans to ensure optimal equipment placement (e.g., cameras, wireless APs, switches, 4G/5G modems)

- Created and maintained extensive knowledge base content, reducing repeat support requests by 40%

- Supported and troubleshot web applications for seamless user experience

Technical Support Specialist Level II

Earthcam | Hackensack, New Jersey | August 2012 - August 2015

- Resolved complex technical issues for enterprise clients, maintaining 95% satisfaction rate

- Configured and optimized network systems for webcam deployments across diverse environments

- Planned and executed camera placement by conducting on-site assessments and reviewing blueprints for optimal deployment

- Managed implementation of solar-powered webcam solutions, ensuring reliable operation

- Set up port forwarding rules and configured various network components

- Verified system configurations for image transfer and live video streaming

- Implemented complex network setups including wireless radios and device servers

Help Desk Support

GMA Accessories/Capelli New York | South Hackensack, New Jersey | October 2011 - June 2012

- Managed Windows Server environment for multi-store retail operation

- Implemented CCTV surveillance systems across multiple locations

- Created comprehensive technical documentation and user guides

- Coordinated IT equipment procurement and new store setup processes

- Managed user accounts and access permissions through Windows Server

- Assisted with application deployment via OneDrive Office 365

Technical Support Specialist

Touchstone Management | Parsippany, NJ | March 2011 - July 2011

- Provided comprehensive technical support through helpdesk system
- Managed Windows Server environment and Symantec backup systems
- Implemented and maintained Avaya VOIP system
- Developed and maintained company website using HTML/CSS
- Configured Microsoft Exchange accounts across various devices
- Performed system optimization and malware removal

Personal Computer Technician

Robert Half Technology | Princeton, NJ | February 2011 - March 2011

- Led successful system migration project from Wachovia to Wells Fargo
- Managed decommissioning of legacy systems while ensuring data security
- Coordinated multi-location deployment of new hardware and software
- Verified operational status of migrated systems
- Handled secure packaging and transport of sensitive hardware components

Co-Manager / Assistant Manager

Walmart, Kmart/Sears Holdings | 2001 - 2009

- Led operations and staff management for retail locations
- Implemented inventory management systems and loss prevention measures
- Ensured compliance with company policies and HIPAA requirements
- Developed and delivered staff training programs
- Managed employee schedules and operational staffing
- Handled customer escalations and conflict resolution

Student Computer Technician Internship

Veteran's Affairs Department | February 2001 - June 2001

- Implemented LAN infrastructure including Cat 5 cabling and server installation

- Provided technical support for administrative systems and network maintenance

- Ensured network connectivity, security, and availability

EDUCATION

Associate of Applied Science in Computer Systems Technology
Inter-American University, Bayamon, PR

CERTIFICATIONS

- CompTIA A+ Certification

- CompTIA Network+ Certification

LANGUAGES

- English (Fluent)

- Spanish (Fluent)

PROFESSIONAL DEVELOPMENT

Continuously enhancing expertise in AI-assisted development, automation practices, and emerging technologies through hands-on implementation and industry research. Focused on advancing skills in application support, incident management, and modern development practices.