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| **Julio Hidalgo** |  | 973.388.8145  mrjuliohidalgo@gmail.com |

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| Technical Support Professional | | | |
| * Background encompasses over ten years of IT experience; demonstrated considerable expertise in the areas of helpdesk support, network administration, troubleshooting, system configuration, project management, database management, and detailed analysis reporting. * Proven ability to increase operational efficiency and productivity through comprehensive, timely support. * Experienced in system implementations, upgrades, rollouts, conversions, installations, and training. | | | |
| Technical Summary | | | |
| * **Operating Systems:** Windows 7, Windows NT, XP Pro, Server 2008, Mac OS X. * **Hardware:** Cisco Routers, IBM Servers and POS Systems, IBM, HP and 3com switches\hubs, LAN design, structured wiring, Access Point configuration, Symbol RF Units PDT6140 and MC3000, IBM 4694 & SurePOS 4800 Registers, Verifone & Symbol Debit Terminals, IBM & Epson Thermal Printers, Lexmark & HP Network Printers, PC build and component removal/installation. * **Software:** MS Office Suite, Bit9, HEAT Call Logging, SAP POS 2.2, CRS Retail systems and NCR POS software, Tivoli software distribution, AJB polling/credit software, IBM 5250 emulation, Front Page, VNC & NetOp Remote Control. | | | |
| **Experience** | | | |
| *8/2011 – 1/2016* | *Store Systems Project Analyst* | *The Children’s Place* | *Secaucus, NJ* |
| * **Managed the project planning, scheduling, equipment procurement, equipment delivery, staging implementation and milestone reporting to upper management of various IT hardware and software initiatives.** * Managed relationships with hardware, software, service and install vendors. * **Managed the New Store Construction process from an IT perspective. Work with external business partners on scheduling, equipment shipment, site survey, staging, installation, reporting and testing of all hardware and software.** * Supervised 4 temporary employees assigned to store related projects. * **Partnered with IBM and Execulink on new circuit installs, upgrades and cancellations for new and existing stores.** * Tivoli software package distribution and inventory management. * **Managed credit and polling switch environment for stores in partnership with Helpdesk Management.** * Analysed and tested new hardware & software to be implemented in stores and provided purchase recommendations including pricing, reliability and overall functionality of new systems. * **Managed the logistical, procedural, and operations of the TCP Store Depot process including ordering, shipping, staging, testing, repair, and deployment of all in-house store depot equipment.** * Escalation for internal business partners (Tech Support, Telecom, Store Operations New Store Team, Loss Prevention and Store Maintenance) in relation to store IT related issues. * **Designed, setup, and maintained multiple Lab/Test environments.** * Supported on site technicians during POS Conversions.  |  |  |  |  | | --- | --- | --- | --- | | *11/2009 – 07/2011* | *POS/Helpdesk Support* | *The Connors Group* | *Secaucus, NJ* |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | * Provided day to day technical support to Michael Kors and Kenneth Cole retail stores and corporate users. * Provided set-up and maintenance to PCs and related hardware/software. * Troubleshot and configured Access points and RF Scanners. * Unlocked and reset network/as400 accounts. | | | | | | | | | *04/2008 – 01/2009* | *Store Systems Support Supervisor* | | | *Linens –n- Things* | | | *Clifton, NJ* | | * Supervised a team of 11 Helpdesk Technicians who provided 1st and 2nd level support to over 580 stores nationwide. * Performed workflow distribution and floor management to ensure service levels were satisfied. * Managed multiple projects, including software & hardware upgrades. * Lead weekly project status meetings and published weekly status reports. * Kept projects moving smoothly and on schedule, while maintaining the highest level of quality through every step of the delivery process. * Provided direction and support to project team. * Monitored ACD and ticket generating process daily. * Worked with Department Leads to proactively manage aging tickets. * Ensured staff was prepared to support new software/hardware whenever adopted. * Oversaw training materials, technical documentation, and knowledgebase maintenance submitted by lead technicians. * Participated in the development of a service level agreement and ongoing management of service level compliance. * Compiled and analyzed data, prepared daily, weekly & ad-hoc reports on call volume, abandon rate, carry over, and outages for senior management. * Administered performance management by diagnosing improvement opportunities, providing effective feedback, coaching, training, professional development, and corrective action plans. * Maintained open lines of communication with other departments to insure confidence and enhance the relationships within LNT. * Maintained close relationships with strategic vendors leveraging their areas of expertise. * Reviewed and approved associate schedule to ensure maximum floor coverage during key business times. * Approved associate Time & Attendance system punches. * Worked with Department Manager to recruit and screen new employees. * Assisted manager in conducting annual Performance Evaluations of individual team members. | | | | | | | | | *03/2004 – 03/2008* | | *Store Systems Support Lead Tech* | *Linens –n- Things* | | | *Clifton, NJ* | | | * Independently managed assigned and self-proposed projects, regularly reporting progress directly to Department Manager and Director. * Analyzed data & developed daily\weekly dashboard reports. * Designed and maintained MS Access Databases & Reports. * Trained new employees and provided 3rd level support, resolving issues escalated from level 1 and 2 technicians. * Performed HEAT Call Logging Program Administration. * Supported POS Conversion Roll-out. * Designed and maintained Intranet Support Site, and accompanying support applications. * Responsible for training materials, technical documentation, and knowledgebase maintenance. * Completed root cause analysis on call categories in an effort to permanently reduce call volume and to improve overall department operations. * Created, removed, and maintained domain accounts. Maintained DHCP scopes and devices. * Troubleshot NCR POS issues at register and server level. * Troubleshot and configured Access points and RF Scanners. * Performed on-site repair when required. | | | | | | | | | *06/2003 – 02/2004* | | *Support Specialist* | *Adecco (AT&T)* | | *Paramus, NJ* | | | | * Provided technical support to Regional Dealers. * Performed hardware/software upgrades and installations. * Performed troubleshooting on equipment and business web-based software. * Opened, maintained, escalated and closed trouble tickets. * Tracked and reported technical problems and trends. | | | | | | | | | *11/2000 – 09/2002* | | *Customer Service Lead* | *JPMorganChase* | | *Secaucus, NJ* | | | | * Monitored trends in inquiries to be escalated to management. * Resolved customer issues that required research and analysis. * Examined records such as bills, receipts and related documents. * Handled repetitive high volume productivity. * Responded to customers’ inquiries via e-mail using Kana software. | | | | | | | | | **Education** | | | | | | | | | **Webmaster Skills Certification, January 2002**  FarleighDickinsonUniversity, Teaneck, New Jersey  **Associate in Applied Science Degree, December 1999**  BerkeleyCollege, West Paterson, New Jersey | | | | | | | | | | | |