JUAN CARLOS **DELGADO CONCEPCION**

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PROFESSIONAL SUMMARY

IT Professional with over three years' experience in Information Systems: troubleshooting, configuring, programming and maintaining.

EXPERIENCE

NOVEMBER 2021 – PRESENT
COMPUTER TECHNICIAN - IT, INSIGHT GROUP

- Respond to queries that are generated by clients or employees of our institution.
- Manage the networks and the technological equipment that is owned within the institution, with the aim of providing a quality service and optimizing the tasks that are developed.
- Create or manage the virtual platforms that exist in the company and the users or emails that are used for work.
- Provide preventive maintenance to the equipment that is used for the institution's work and reduce risks in them.
- Manage the network of internal servers that are owned.
- Create manuals that determine the performance of the devices that are available in the company.
- Create an inventory of the products that are served by the technical support area.
- Create backup copies in the areas that need it and keep the computer virus-free and out of danger.
- Manage the internet connectivity and telephone services of the company.
- Develop training with basic aspects for the institution's staff.
- Any other task designated by your supervisor or immediate manager, not limited to the aforementioned.
- And More

AUGUST 2021 – OCTOVER 2021
IT HELP DESK, MMM MEDICARE

- Maintain daily performance of computer systems.
- Install, modify, and repair computer hardware and software.
- Run diagnostic programs to resolve problems.
- Citrix Administrator
- Windows Server Administrator
- Resolve technical problems with Local Area Networks (LAN), Wide Area
- Networks (WAN), and other systems.
- Install computer peripherals for users.
- Assess, debug and resolve technical problems associated with desktops and system peripherals

MARCH 2021 – AUGUST 2021
IT HELP DESK SPECIALIST (FULL REMOTE), ORIENTAL BANK

- Re-establishing the passwords of applications.
- Help bank employees with desk assistance.
- Identifying and Designing problem-solving strategies.
- Software and basic equipment installation.
- Identifying user hardware and software needs to provide immediate assistance or sending the needs to the appropriate division.
- Identifying areas of further development regarding incoming calls to bring possible solutions.

- Work to access the application (OSR/Tickets) assigned by management while it's being monitored under strict supervision.
- Citrix Administrator and Manage around 200 applications through Citrix
- Windows Server 2016 (Create and delete users).

JANUARY 2019 – DECEMBER 2020

STATION INSTALLER AND REPAIRER, CLARO

- Install and repair internet and phone service (Residential/ Commercial)
- Direct customer service.
- Client orientation and assessment.
- Station maintenance.
- Structural cable management. (Copper, Optic Fiber, TPE)
- Sales man.

AUGUST 2017 – DECEMBER 2018

INFORMATION SYSTEM TECHNICIAN, HEALTHPROMED

- Administering and configuring Windows Servers, Roles, and Users' of Windows.
- Modifying and creating Web Pages (HTML, WordPress).
- Recover software passwords.
- Manage, create and backup servers in VMware.
- Infrastructure, technical installation service so that a place can be used.
- Monitor the network system in search of defective or slow components (Opmanager).
- Structured cabling (Rj45, Optical fiber).
- Work with technical solicitations through tickets (Manage Engines) for problem solutions with the computer user.
- Daily service at the Help Desk / Service Desk (Maintain user services).
- Email administrator (Gmail, Outlook).
- Equipment managing and administration (Inventory).
- Migration of physical servers to the cloud (AWS and google)

EDUCATION

JUNE 2017

BACHELOR IN NETWORK TECHNOLOGY AND APPLICATION DEVELOPMENT
NATIONAL UNIVERSITY COLLEGE, BAYAMON, PR

JANUARY 2019 / CURRENT

MASTER OF MANAGEMENT SPECIALIZED IN NETWORK SECURITY
CAMBRIDGE COLLEGE, GUAYNABO PUERTO RICO

SKILLS

- Data Base Designer and Administrator (Access, SQL)
- Computer Network Administrator
- Computer Center Technician
- System Analyst Assistant
- Server Administrator (Windows 2008, 2012, 2016)
- Manage, create and backup servers in VMware
- Citrix Administrator
- Design webpages (HTML, WordPress)
- Monitoring of infrastructures, networks, servers and applications through OPMANAGER
- E-mail (Outlook 365 Administrator, Google Administrator)

- Help Desk, Services Desk, and IT Support
- Knowledge in programming system(Visual Basic, Python)
- Evaluate and recommend technological equipment
- Diagnose and repair computers
- Operate computers and hardware systems
- Diagnose and restore computer problems
- Operatives and software systems configuration
- Structure cable
- Computer maintenance
- Skill on the keyboard
- Monitoring network and inventory
- Excellent customer service
- Organized, creative, responsible, and punctual
- Capable of working under pressure
- Fast learner
- Excellent team working
- Capable of quickly adapting to change