

## SUMMARY

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Experienced Bilingual Spanish Professional with an extensive background

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## SKILLS

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- Advanced Computer and Technology knowledge, Organizational, analytical, and managerial skill. Process improvement and system development
  - Web development, HTML5, JavaScript, CSS, ASP.Net and T-SQL
  - Skills in graphics designed, Websites designer
  - IT, Customer Help Desk Support, Active Directory, Networking.
  - Experience with all IOS, TCP/IP, firewalls, Platforms MS Windows/Server
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## EXPERIENCE

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### **IT and Administrative Consulting at North and South America Companies IT Consulting 2013 -2015**

- Business Development
- Internal and External business Security
- CCTV Surveillance / Networking

### **Travel Leaders Group LLC, FL**

#### **IT Systems Analyst and Support 2011 - 2013**

- Provide Networks wiring, configuration, Hardware support, PC maintenance.
- Installed CCTV local and over TCP/IP monitoring
- Implement Operating Systems, software's and hardware platforms, and tech support
- Analyzed, design, test and evaluate network systems, such as LAN, WAN, Internet, intranet, VOIP and other data communications systems

### **Sprint – Nextel, GA**

#### **Telecommunications Consultant 2008 - 2010**

- IT and wireless equipment technical support, Network administrator
- Provide system support, configuration, maintenance and training.
- Member of the Pinnacle club due to high composite score levels
- Telecommunications consultant, obtaining high levels of customer satisfaction
- Boost mobile top seller award achievement received overall the southeast regional Corporate stores

### **Evolution-Tek, NY**

#### **Operations & Purchasing Manager 2005-2008**

- Coordinate Operations, Logistics and performed hardware and software installations and provided high-level customer care, training and technical support.
  - Perform International businesses to Hispanic IT markets and Global purchasing of parts and products.
  - Internet merchandising, live support supervision, Establish good relations with Vendors and Customers. Plan, design & launch brochures for year-long promotions
  - Provide consultancy of Technological service, security system and network solutions for small and large companies looking forward to expanding their markets.
  - Creation, demonstration, installation and sale of various software packages and network systems Digital video surveillance CCTV systems and remote monitoring.
  - Organize and prepare Ad-hoc reporting Organize for Head office. Prepare analytical reports of International marketing trends.
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**Union Telecard Alliance, IDT Corporation, NY**  
**Operations & Inventory Manager 2000 – 2004**

- Controlled active and inactive inventory and coordinated purchasing of supplies with vendors.
- Submitted weekly reports to keep levels of excellence in performance within internal standards of the Company, Obtained overall knowledge of the internal processes of the company
- Assemble and installed computer systems, workstations, and peripheral hardware.
- Monitored processes to achieve the best quality products and customer services.

**Continental Airlines, Ecuador**  
**Cargo Manager 1997 - 1999**

- Coordinated logistics of the Cargo and Passenger departments.
- Worked in sales and space availability for cargo shipments.
- Supervised weight and balance of correct equilibrium in the aircraft between luggage and cargo warehouse
- Coordinated training for all cargo representatives and logistics with local customs for incoming and outgoing cargo.

**DHL International, Ecuador**  
**Product & Cargo Manager 1993 – 1996**

- Created, Designed and launched an International product named “world mail”.
- Trained and developed the “world mail department” due to great success with the product. Managed master accounts, perishable products and others.
- Trained personnel and coordinated the International Operation of DHL products.
- Negotiated deals with the Post Office of: Brazil, Peru, Colombia, Ecuador, USA to improve the development of DHL services.

**Continental Airlines, NJ**  
**Ramp Field Supervisor 1989 - 1993**

- Controlled catering at national and international flights.
- Supervised and submitted schedules for Ramp driver personnel.
- Training and improvement, services and productivity.
- Supervised airport ramps, driver operational manuals and flight schedules.
- Achieved thorough knowledge of area roads, highways, and regional airport.

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EDUCATION

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- ✚ Osha Certified
- ✚ Technological Holly Spirit University
  - Marketing and Administration
- ✚ La Salle Academy of Computer and Technology
  - Systems and Software Applications
  - Windows O.S., Active Directory, Rack Space, Microsoft Office, Oasis, Peachtree, QuickBooks, Brio, Corel Draw, Adobe, Internet, Networks, Website Design and more.
- ✚ Superior School Polytechnics of Littoral
  - Supervision Techniques & Interpersonal Relations
  - Quality and Productivity at work
- ✚ American-Ecuadorian Chamber of Commerce (Guayaquil, Ecuador)
  - Temporal Admission and Exportation of products
- ✚ Learning International (Quito, Ecuador)
  - Professional Sales Techniques and skills
- ✚ UTA IDT Corp. Hempstead ( Long Island , NY )
  - Techniques of Management and Supervision.
- ✚ Continental Airlines Training
  - Airport Sales Agent ( Secaucus, NJ )
  - Complaint Resolutions Officer ( Mexico DF, Mexico )
  - Dangerous Goods Handling and Recognition ( Panama City, Panama )
  - Cargotrac System and Cargo Orientation( Houston, TX )