



ALFREDO AGUIRRE

**SYSTEMS ANALYST AS
SUPPORTING EXPERT**

CONTACT

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EDUCATION

Instituto Consocio Clavijero
Computer Engineering
2014 - 2018
Mexico

SKILLS

COMMUNICATION:

- Proficient in both English and Spanish, with the ability to effectively communicate in both languages.
- Skilled in collaborating with hardware and software vendors to resolve technical issues.

System Administration:

- Strong experience in Windows system administration, including installation, support, and maintenance of servers.
- Active Directory administration, including user and group management, access controls, and policies.
- Database administration expertise, ensuring optimal performance, security, and availability.
- Proficient in scripting languages such as PowerShell, allowing for efficient execution of commands and scripts.
- In-depth knowledge of configuring and administering DNS, DHCP, and Distributed File System to optimize network services and performance.
- Experienced in managing SCCM environments, including application deployments, imaging processes, and security patch deployment, ensuring a secure and up-to-date infrastructure.

Software:

- Operating Systems: Proficient with Windows (XP, 7, 8, 8.1, 10), Linux (Lubuntu and Ubuntu), and Mac OS.
- Desktop Applications: Skilled in Microsoft Office, Office 365, Free Office, and Open Office suites.
- PC Management: Knowledgeable in desktop PC management, hard disk management, imaging, data recovery, diagnostic tools, utilities, and anti-virus tools.
- ERPs: Experienced with SAP and Oracle systems.
- Email Clients: Proficient in Lotus Notes, Microsoft Outlook, and Gmail for Work (including Google Workspace).
- CRM: Familiar with SAP and HP platforms.
- Problem Solving: Capable of resolving issues with desktop computers, printers, laptops, and LAN/WAN data networks.
- Maintenance: Experienced in providing both remote and on-site preventive and corrective maintenance for software and hardware.
- Microsoft Services: Skilled in Microsoft Active Directory and SharePoint Services.
- Security: Working knowledge of Symantec Endpoint Protection and Microsoft BitLocker Protection.
- Service Desk: Familiar with industry-standard Service Desk processes and software.
- Virtual Desktop Environments: Experience in supporting virtual desktop environments.

Hardware:

- Problem Solving: Capable of resolving issues with desktop computers, printers, laptops, and LAN/WAN data networks.
- Workstations: Proficient in the installation and configuration of workstations and dumb terminals.
- Printers & MFPs: Skilled in installing and configuring network and local printers and multi-function peripherals (MFPs).

WORK EXPERIENCE

ORACLE

System Administration / Senior Systems Integration Support
May 2018 - present

- Collaborate with project managers, developers, and business analysts to understand system requirements and identify potential integration challenges involving Oracle OXI.
- Design and implement integration solutions for Oracle OXI within the organization's IT infrastructure, ensuring compatibility with other systems and applications.
- Troubleshoot and resolve complex integration issues related to Oracle OXI, including performance optimization, data synchronization, and system configuration.
- Provide training and support to internal teams and end-users on the usage and management of Oracle OXI.
- Maintain up-to-date knowledge of Oracle OXI features, enhancements, and best practices, and make recommendations for system improvements and upgrades.
- Develop and maintain documentation for Oracle OXI integration processes and procedures.
- Collaborate with Oracle support and other vendors to address and resolve integration issues, as needed.
- Monitor and maintain the health and performance of Oracle OXI, ensuring maximum system uptime and reliability.
- Participate in the planning and execution of system upgrades, migrations, and other projects involving Oracle OXI integration.
- Manage internal and external customer requests (Web SR's) to provide prompt software application support and troubleshooting for hotel staff and their IT departments.
- Offer guidance and real-time resolution for a wide range of technical and non-technical customer issues.
- Execute pre-written SQL scripts to address various issues and requirements.
- Configure user permissions, application settings, rate codes, room types, and other system parameters.
- Perform data resynchronization to ensure data consistency across systems.
- Troubleshoot outages on Oracle servers and interfaces to minimize downtime and maintain system availability.
- Resolve issues related to Opera PMS, RMAN/DataGuard, SQL, Opera IFC basic (Interfaces), and Opera OXI basic.
- Connect remotely to workstations and/or servers to diagnose and resolve issues efficiently.
- Recover application services following server interruptions or outages.
- Ensure and troubleshoot communication between Opera PMS and external third-party hotel booking sites.
- Work with Oracle 11g WebLogic to maintain and manage application server environments.
- Escalate technical issues in accordance with departmental guidelines and follow up regularly with customers and internal resources to expedite issue resolution.

ICORP

Bilingual Service Desk Engineer
April 2016 - October 2017

- Recorded, diagnosed, and resolved technical issues and requests while escalating issues as appropriate.
- Interacted with staff at all levels to address various technical issues related to personal computers, medical research computers, printers, and conference room equipment.
- Coordinated with vendors for maintenance in accordance with company contracts.
- Maintained and reported hardware inventory on a monthly basis per corporate requirements.
- Formatted and imaged computers for company use.
- Added computers to DNS using Active Directory as needed.
- Served as the primary point of contact for equipping new hires with appropriate desk setup.
- Activated ports and installed additional software upon request.
- Streamlined the computer setup process, reducing average setup time from 2 hours per computer per user to 15 minutes.

COMPUCOM

Service Desk Analyst
January 2015 - March 2016

- Managed the resolution of technical problems in a business environment, including system crashes, slowdowns, and data recoveries.
- Monitored and managed Priority 1 issues, ensuring proper documentation, escalations (if necessary), resolution, and closure of problems.
- Handled 40+ technical calls and mission-critical issues daily, consistently meeting high service standards.

TELETECH

Technical Support specialist

February 2014 - January 2015

- Ensured appropriate changes were made to address customer problems effectively.
- Provided coherent technical support to customers calling the call center.
- Researched technical solutions related to customer inquiries.
- Gathered and examined relevant information to assess the validity of complaints and determined possible causes, such as fees and insufficient funds.
- Maintained records of customer interactions, including inquiries, complaints, comments, and actions taken.
- Resolved billing and customer complaints by performing activities such as account exchanges, rate adjustments, and updating address records.
- Submitted service requests to determine the cause of account malfunctions.
- Referred unresolved customer complaints to designated departments for further investigation.

TELEPERFORMANCE

Bilingual Customer Service Representative

October 2012 - January 2014

- Handled billing inquiries and provided technical support for internet access and telephone service.
- Assisted clients with general revenue matters.
- Troubleshoot internet access for both PC and Mac computers.
- Installed and upgraded operating systems and third-party programs on Windows and Mac computers.
- Configured wireless networks, modems, routers, switches, hubs, and smartphones.
- Assisted with Microsoft applications such as Office suites, email clients, and server applications.
- Installed and troubleshoot major software applications.