



Read extended resume

Certified Support Professional

Expert in:

MacOS
 Windows Desktop
 Windows Server (AD, FS, PS)
 IIS
 Exchange OnPremise
 Exchange Office 365
 MDMs
 Linux
 Plesk
 WordPress
 Network
 Physical networks (wiring, switch, etc)
 Routing
 Mikrotik
 Fortinet
 UniFi
 VmWare
 Google Apps
 Mail Migration
 Photoshop
 Premiere
 Excel
 Hardware
 Synology
 GPON
 IOS
 Android
 MySQL
 Microsoft SQL
 SAGE
 A3
 HyperV
 AdSense
 YouTube

Skills:

Projects management
 Team Management
 System design
 Standardizing the workplace
 Purchasing Processes
 Management with suppliers
 Design security plans
 User training
 Technical training
 Video recording
 Video edition
 Written ability
 Negotiation
 Driver
 Blogging
 Social networks
 SEO

HECTOR CAPARROS IT MANAGER

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Topeka, KS

09/2015 - 08/2019 - CTO of Amigo Informatico (Apple Consultant Network)

- Maintain more than 100 customers
- Form and maintain a multidisciplinary team of technicians
- Design of systems and projects as well as the execution of these
- Support to all technicians
- Economic and supplier management
- Ensure and improve department benefits (30% per year)

03/2012 - 09/2015 - SD at Vodafone (Telecommunication company)

- Responsible for the night shift.
- Change control table: Change authorization, execution control, rollback management, operational execution
- Incident Management: Single point of contact, management between different countries, workarounds execution
- Systems monitoring: BSM, execution of first level operations
- Training to other groups: Documentation, generation of manuals, translation of operations

10/2007 - 10-2011 - SD Manager at CEPSA (Oil company)

- Coordination of a team composed of 15 technicians for support. Taking responsibility for all levels of user platform support and first level in systems administration, supporting more than 15,000 users in a universe of more than 10 countries in 24 x 7.
- Support the evolution services of the user post: Migration Windows 7, Smartphone deployment.
- Implementation of the ITIL incident management, change control and problem management processes, evolving a classic support service to the ITIL standard to later certify Incident Management and the Service Desk service in ISO20000.
- Evolution of the tools to the ITIL model
- Search for new tools and conduct the relevant tests.
- Training of 150 support groups in ITIL processes.

01/2009 - 08/2011 Owner of computer store

- Design and commissioning of BEEP store / franchise.
- Hardware and Software Technical Service in various user environments with more than 1000 repairs successfully completed during the activity period.
- Advice and sale of computer equipment.
- Facilities, Projects and Technical Service to companies.
- Implementation of the control systems necessary for the service.

01/2001 - 10/2007 - Infrastructure Manager at CEPSA GAS LICUADO (Gas company)

- Evolution of the systems.
- Technical support to the platform. More than 150 users and 15 work centers distributed throughout Spain.
- Evolution of an NT platform, migrating to Windows 2000 and later to XP. In the latter case, virtualizing some posts and introducing Terminal Server for solutions to the compatibility problems of some applications and giving them high availability.

08/2000 - 01/2001 - System Administrator at MAPFRE (Insurante company)

06/1999 - 08/2000 - IBM Field Service at CEPSA and Santander Bank

My name is Hector and I am passionate about technology with a lot of experience in many technologies. I am looking forward to putting my knowledge into practice and learning as much as I can from you.

When do we start?

Hecto Caparros - (785) 383-8030