

Manuel Aguilar

IT Professional | Infrastructure, Automation & Executive Support
✉️ maguilar1310@gmail.com ☎️ 908-316-8766 🏠 Elizabeth, NJ

PROFESSIONAL SUMMARY

Dedicated IT Professional with over 12 years of experience bridging the gap between complex technical infrastructure and high-stakes executive support. Expert in diagnosing enterprise-level hardware and software issues with a focus on long-term system stability and automation. Proven track record of leading technical teams, developing standard operating procedures (SOPs), and leveraging Python to eliminate manual inefficiencies. Specialized in translating technical requirements into operational success, whether through modernizing on-boarding programs or ensuring HIPAA-compliant field engineering for medical-grade equipment.

Technical Expertise

Systems & Admin	Data & Scripting	Networking & Ops
Active Directory	Python / SQL	LAN/WAN / Fiber Optics / Ethernet
SharePoint / Intune	Excel / Data Viz	VIP & Exec Support
SCCM / MS Server	Selenium / Scraping	HIPAA / SOPs

PROFESSIONAL EXPERIENCE

IT Technical Support Analyst III

Oct 2023 – Present | Horizon Blue Cross Blue Shield of NJ, Newark, NJ

- Executive Support & Infrastructure: Deliver "white-glove" technical assistance to the senior executive suite, balancing immediate problem-solving with proactive suite walkthroughs to ensure zero-downtime environments.
- Event & AV Support: Provide rapid-response technical support for high-visibility meetings, troubleshooting conference room AV systems and Microsoft Teams collaboration setups to ensure seamless executive communication.
- Process Automation: Reduced manual workload by engineering Python scripts to automate credential sheet management and validate SharePoint link integrity, shifting the team from reactive to proactive maintenance.
- On-boarding Modernization (NEO): Revitalized the New Employee Orientation by architecting a centralized SharePoint portal and interactive knowledge base, significantly improving technical ramp-up time.
- Mentorship & Communication: Established a bi-weekly "Lunch & Learn" series to foster a culture of continuous learning, personally mentoring interns on department-standard SOPs and troubleshooting

workflows.

- Advanced Troubleshooting: Serve as a Tier 3 escalation point, maintaining an 80% first-call resolution rate for complex enterprise issues, including managing user access, provisioning endpoints (Intune) and enforcing security policies.

IT Technical Support / Field Service Engineer

Oct 2011 - Jul 2021 | Vatech America, Fort Lee, NJ

- Technical Leadership & Systems Analysis: Directed a technical support team delivering Tier 1–3 support across the U.S.. Consulted directly with dental offices to analyze system requirements and define precise hardware, software, and functional specifications.
- Field Engineering & Diagnostics: Executed comprehensive customer site visits encompassing the installation, de-installation, and component-level repair of mission-critical dental equipment. Utilized specialized test devices to calibrate and adjust hardware for optimal performance.
- End-to-End Service Delivery: Managed high-volume Level I and II service escalations , overseeing the entire service life-cycle from rapid troubleshooting to parts logistics, inventory management, and defective module processing.
- Client Training & On-boarding: Led hands-on training for clients, instructing them on the proper use, basic maintenance, and specifications of newly deployed equipment.
- Operational Transformation: Engineered new Standard Operating Procedures (SOPs) and reassessed workflows , streamlining both technical operations and required administrative reporting (service orders, time sheets) to increase ticket closure efficiency by 50%.
- Infrastructure, Integration & Compliance: Resolved complex integration challenges involving PC/Server environments, LAN/WAN networks, and SQL databases , while ensuring 100% HIPAA compliance and optimizing MSSQL/PostgreSQL backup procedures.

EDUCATION & CERTIFICATIONS

- Google IT Automation with Python Professional Certificate | Coursera
- Google Data Analytics Professional Certificate | Coursera
- Internetwork Engineering Program | PC Age Career Institute, Jersey City, NJ
- Certifications: CompTIA A+, CompTIA Network+, Microsoft Certified Professional (MCP), Microsoft Certified Technology Specialist (MCTS)