MANUEL AGUILAR

✉ maguilar1310@gmail.com   📞 908-316-8766   🏠 Elizabeth, NJ

PROFESSIONAL SUMMARY

Results-driven IT professional with proven track record of mitigating risks, reducing costs, improving operational processes, and increasing profitability. Skilled in managing help desk/technical support call center teams and owning end-to-end project delivery. Throughout my career, I have traveled extensively across the United States, delivering exceptional technical support and maintaining smooth installations of CBCT radiology equipment for dental practices. As a technical support representative, I have demonstrated exceptional problem-solving abilities, technical proficiency, and a commitment to delivering outstanding support to dental practices. I am now seeking new opportunities to apply my expertise and contribute to the success of organizations in the IT field.

Technical Expertise

PROBLEM-SOLVING TEAM-WORK CUSTOMER-SERVICE BILINGUAL HTML/CSS PYTHON SQL LINUX R-PROGRAMMING NETWORKING DATA-ANALYSIS EFFECTIVE-PRESENTATIONS DATA-VISUALIZATION TABLEAU BEAUTIFUL-SOUP SELENIUM PUBLIC-SPEAKING ADAPTABILITY EXCEL PIVOT-TABLES VLOOKUP LAN/WAN WINDOWS 7 WINDOWS 10 WINDOWS 11 MICROSOFT-SERVER TROUBLESHOOTING GOOGLE-WORK-SPACE TEAMVIEWER DHCP/DNS

EXPERIENCE

TECHNICAL SUPPORT REPRESENTATIVE

Oct 2012 - Nov 2022 | Vatech America, Fort Lee, NJ

● Oversaw a 15-member technical support team, providing troubleshooting and resolution for software and hardware issues in the dental field.
● Provide prompt and professional responses to customer inquiries, issues, and complaints via various communication channels such as phone, email, chat, and social media platforms.
● Identify and troubleshoot customer problems and provide effective solutions to ensure customer satisfaction. This may involve coordinating with other teams or departments to resolve complex issues.
● Assisted customers remotely using either Team Viewer, Anydesk, and other RDP software in the troubleshooting/resolution of hardware/software/PC/Server/radiology equipment/firmware issues among company sites to ensure timely distribution of knowledge and a positive impact on customer satisfaction.
● Applied CBCT systems analysis techniques and procedures, including consulting with end-users (Dental Offices), to determine hardware, software, or system functional failures.
● Performed troubleshooting and resolving software/hardware/LAN/Server/Desktop/Thin Client/SQL/firewalls/virtual windows(parallels)/etc compliance with HIPAA in the dental field.
● Stay up to date with the company's products and services to provide accurate information and assistance to customers. Continuously improve knowledge base through self-learning and training sessions.
● Accurately record customer interactions, issues, and resolutions in the customer support system or CRM. Maintain comprehensive and organized customer records for future reference and analysis.
● Work closely with other teams, such as sales, product development, and quality assurance, to ensure a seamless customer experience. Provide input on improving processes and procedures based on customer feedback.
● Strive to meet or exceed customer expectations by providing personalized and empathetic support. Actively listen to customers, demonstrate empathy, and show commitment to resolving their concerns.
● Proactively identify opportunities for process improvement and suggest innovative ideas to enhance the customer support experience. Participate in ongoing training and development programs to enhance skills and knowledge.
● Traveled to Benco's east coast main office yearly to share field knowledge and familiarize technicians with our devices, improving their installation and troubleshooting process. Introduced a live queue board to provide real-time visibility into tier/escalation/hot customer processes, enabling full immersion in fast-paced situations.
● Enhanced MSSQL/PostgreSQL backup procedures by 20% by implementing HDD partitioning and separating image and metadata locations for improved efficiency and organization.
● Traveled extensively throughout the east coast to various dental trade shows (AAO-American Association of Orthodontists, Yankee Dental Congress in Massachusetts, Greater New York Dental Meeting, Thomas P Hinman Dental Meeting and Exhibition in Atlanta, AAOMS Dental Implant Conference). Assisted Spanish-speaking customers, represented the Technical department, and supported the Sales/Marketing department. Implemented effective risk mitigation strategies, cost reduction measures, and improved operational processes to ensure a seamless and functional trade show experience for customers.
● Improved dealer training by 80% by incorporating hands-on training, implementing assessment tests, and gathering feedback through surveys for continuous improvement.
● Conducted manual functional testing for system change requests, defects, and requirements.
● Reduced customer support wait times by 75% by implementing live operators to efficiently handle incoming calls and upload them

to a live queue board.

● Increased customer support ticket closures by 50% by reassessing the troubleshooting workflow and creating new standard operating procedures (SOPs).

● Managed great customer service experience traveling throughout the U.S. maintaining smooth CBCT installation 95% of the time by managing the installation, calibrating, and seasoning the equipment before initial use, and training the customers on the basic maintenance of radiology equipment.

● Assisted in person 10% of the time, mostly remotely 90% of the time (TeamViewer), in the resolution of technical issues among company sites to ensure timely distribution of knowledge and positive impact on customer satisfaction.

● Traveled abroad to facilitate and execute the flagship branch training program and dealer training at our Spain Branch Office. Established strong relationships through face-to-face interactions, evaluated and enhanced basic training procedures for all devices and associated software, and shared data, insights, and solutions to foster future collaborations.

● Saved upgraded thin client roll out of Panoramic x-ray device by finding alternate IP route from the designated hard coded IP, created documentation.

● Attained a superior TWAIN integration for x-ray imaging by collaborating with third party software technicians.

● Aided in app building with partner companies (e.g. Dentrix) to create plugins to help facilitate workflows and upgrades or perform testing before rolling out.

EDUCATION

HIGH SCHOOL DIPLOMA

Elizabeth High School - Elizabeth, NJ

INTERNETWORK ENGINEERING

PC Age Career Institute, Jersey City, NJ

The program provides comprehensive training, including theoretical concepts and hands-on practice, with the expertise and skills to work as a Network Administrator/Engineer or Computer/Network Support Specialist. Familiarity with network hardware and software including Microsoft Windows Desktop and Server operating systems, and can design, install, troubleshoot, and support Microsoft and Cisco networks and implement Network Security.

GOOGLE DATA ANALYTICS

Coursera, Mountainview, CA

Those who earn the Google Data Analytics Certificate have completed eight courses, developed by Google, that include hands-on, practice-based assessments designed to prepare them for introductory-level roles in Data Analytics. They are competent in tools and platforms including spreadsheets, SQL, Tableau, and R. They know how to prepare, process, analyze, and share data for thoughtful action.

GOOGLE IT AUTOMATION WITH PYTHON CERTIFICATE

Coursera, Mountainview, CA

This six-course certificate, developed by Google, is designed to provide IT professionals with in-demand skills -- including Python, Git, and IT automation -- that can help them advance their careers. The hands-on curriculum is designed to teach learners how to write code in Python, with a particular focus on how this applies to automating tasks in the world of IT support and systems administration.

CERTIFICATIONS

CompTIA A+
https://www.credly.com/badges/9dd0da7f-207a-4572-8172-333977b96782

MICROSOFT CERTIFIED PROFESSIONAL
https://github.com/man1328/Microsoft-Certifications/blob/master/microsoft_certified_professional_transcript.pdf

MICROSOFT CERTIFIED TECHNOLOGY SPECIALIST
https://man1328.github.io/Resume/assets/certs/Microsoft_Certified_Professional_Certificate_2.pdf

GOOGLE IT AUTOMATION WITH PYTHON CERTIFICATE
https://www.credly.com/badges/200cb160-5d2d-43ad-b6bf-2e00f1ca44be

GOOGLE DATA ANALYTICS CERTIFICATE
https://www.credly.com/badges/a2b2e046-f34e-4a72-ac98-8a062b00d71c