



# MANUEL AGUILAR

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 Elizabeth, NJ

## PROFESSIONAL SUMMARY

Experienced and dedicated IT professional with a 10-year track record of success in providing field service engineering for dental radiology equipment. 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 field service engineer, 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 ACTIVE-DIRECTORY TROUBLESHOOTING**

## EXPERIENCE

### TECHNICAL SUPPORT / FIELD SERVICE ENGINEER

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

- Managed excellent customer service experience traveling throughout the US maintaining smooth CBCT radiology equipment installation 95% of the time by managing the installation, calibrating, and seasoning the equipment before initial use, also training the customers on the essential maintenance of the radiology equipment
- Assisted in person 10% of the time, mostly remotely 90% of the time using either Team Viewer, Anydesk, etc. 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
- Set up and configurations of software/hardware/LAN/Server/Desktop/ThinClient/SQL/firewalls/virtual windows(parallels)/etc compliance with HIPPA in the dental field.
- Traveled to Benco's east coast main office yearly to share field knowledge and enhance technicians' understanding of our devices. Improved their installation and troubleshooting processes, enabling them to access our live queue board for real-time visibility into tiered escalations and high-priority customer cases.
- Enhanced MSSQL/PostgreSQL backup procedures by 20% by implementing HDD partitioning and separating image storage from meta-data information, ensuring more efficient and secure backups.
- Represented the Technical department and supported the Sales/Marketing team at various east coast tradeshows, such as AAO-American Association of Orthodontists, Yankee Dental Congress, Greater New York Dental Meeting, Thomas P Hinman Dental Meeting and Exhibition, and AAOMS-Dental Implant Conference. Assisted Spanish-speaking customers, mitigated risks, reduced costs, and streamlined operational processes to create an exceptional tradeshow experience.
- Improved dealer training by 80% through the introduction of hands-on training, implementation of assessments, and integration of surveys to gather feedback for continuous improvement.
- Build and maintain strong relationships with customers by delivering high-quality service, demonstrating professionalism, and effectively communicating technical information. Ensured customer satisfaction by promptly addressing their needs and concerns with exceptional customer service.
- Conducted manual functional testing for system change requests, defects, and requirements to ensure optimal performance and reliability.
- Achieved an 80% increase in client sales by strategically replacing competitor products and customizing customer support protocols to enhance overall satisfaction.
- Redesigned heavy-duty traveling cases to safely transport radiology equipment valued from \$40,000 to \$200,000 to various trade shows across the US. Streamlined packaging and improved breakdown/setup procedures, resulting in a 95% reduction in device wear and tear and enhanced workflow efficiency.
- Set up and configured LAN networks to seamlessly integrate radiology equipment in commercial and private dental offices.
- Increased customer support ticket closures by 50% by reassessing the troubleshooting workflow and creation of new standard operating procedures (SOPs).
- Traveling abroad to facilitate and execute flagship branch training program/dealer training at our Spain Branch Office. Establishing rapport through face-to-face interactions with our branch office. Evaluating and enhancing basic training procedures for all devices and associated software. Sharing data, insights, and solutions for future collaborations
- Expertly resolved issues related to PCs/Servers/ThinClients/Laptops connecting to X-Ray devices (CBCT,PANO,CEPH) with fiber optics/frame grabbers/ethernet/SCSI/serial(db9) connections.
- Assisting doctors and staff in cleaning, adjusting, and troubleshooting issues related to imaging discrepancies in their radiology equipment, including PANO/CBCT/CEPH/INTRA-ORAL images
- Maintained accurate and detailed service records, documenting work performed, parts utilized, and time spent on each task. Prepared comprehensive service reports and documentation, including findings, recommendations, and follow-up actions required.

- Stay updated on the latest industry trends, technologies, and best practices related to the equipment or systems being serviced. Proactively identify opportunities for process improvements, cost reductions, or service enhancements and contribute to their implementation.

## EDUCATION

### 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

*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.

### HIGH SCHOOL DIPLOMA

*Elizabeth High School - Elizabeth, NJ*

## CERTIFICATIONS

### CompTIA A+

<https://www.credly.com/badges/9dd0da7f-207a-4572-8172-333977b96782>

### MICROSOFT CERTIFIED PROFESSIONAL

[https://man1328.github.io/Resume/assets/certs/Microsoft\\_Certified\\_Professional\\_Certificate\\_0.pdf](https://man1328.github.io/Resume/assets/certs/Microsoft_Certified_Professional_Certificate_0.pdf)

### MICROSOFT CERTIFIED TECHNOLOGY SPECIALIST

[https://man1328.github.io/Resume/assets/certs/Microsoft\\_Certified\\_Professional\\_Certificate\\_2.pdf](https://man1328.github.io/Resume/assets/certs/Microsoft_Certified_Professional_Certificate_2.pdf)

### GOOGLE IT AUTOMATION WITH PYTHON

<https://www.credly.com/badges/200cb160-5d2d-43ad-b6bf-2e00f1ca44be>

### GOOGLE DATA ANALYTICS

<https://www.credly.com/badges/a2b2e046-f34e-4a72-ac98-8a062b00d71c>