

Hilfran Marquez Torres

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PROFILE

With over 5 years of diverse experience in IT, I have led projects, managed complex systems, and provided technical support across various industries. I have proven expertise in troubleshooting, incident response, and risk management. Throughout my career, I have demonstrated a strong ability to adapt and deliver results effectively in diverse environments. Currently focused on cybersecurity, I am deepening my knowledge of industry best practices in technology security and am passionate about exploring the potential of blockchain technology.

PROFESSIONAL EXPERIENCE

Project Manager | Martech | Santiago de Chile, Chile

03/2022 – 12/2022

- Led cross-functional teams to ensure seamless communication and collaboration, achieving project objectives efficiently.
- Defined project milestones and coordinated end-to-end execution, optimizing timelines and resource allocation.
- Managed incident response strategies to minimize service disruptions and ensure business continuity.
- Established strong client relationships to align project deliverables with business requirements.
- Enforced rigorous quality assurance processes to maintain high standards in production and test environments.

Systems Administrator | Comercial Dimara Salud | Santiago de Chile, Chile

08/2017 – 03/2020

- Administered RIS-PACS systems for seamless medical imaging operations.
- Managed and maintained Windows Server environments, ensuring reliable system performance.
- Provided 24/7 IT support, diagnosing and resolving technical issues to minimize downtime.
- Implemented endpoint security measures, backups, and IT infrastructure monitoring.
- Conducted user training sessions, enhancing overall IT literacy and security awareness within the organization.

Technical Support | Alimentos Kasera C.A | San Cristóbal, Venezuela

06/2013 – 05/2015

- Provided technical assistance and troubleshooting for end users.
- Maintained and upgraded IT infrastructure, including hardware, software, and networks.
- Optimized website functionality to enhance user experience and system performance.

TECHNICAL SKILLS

- **Operating Systems:** Windows, Linux, macOS.
- **Networking & Security:** VPNs, DNS, Firewalls, Antivirus, Backup.
- **Cloud Platforms:** AWS, Google Workspace.
- **Tools & Technologies:** Virtualization, Ticketing Systems, GitHub, WordPress, HubSpot, Slack.
- **Frameworks & Methodologies:** Agile, SLA Implementation, Security policies.
- **Blockchain:** Wallets, Networks, Block explorers, CEX, DEX, NFTs.

SOFT SKILLS

- Problem-Solving & Troubleshooting
- Strong Communication & Collaboration
- Adaptability & Quick Learning
- Time Management & Attention to Detail
- Customer Service & Technical Support

LANGUAGES

Spanish (Native) | English (C1)

EDUCATION

Computer Engineer

Instituto Universitario de Tecnología Agro Industrial (IUTAI) | San Cristóbal, Venezuela

2011 – 2015

PROJECTS

Replacement Instituto de Neurocirugía Dr. Asenjo

10/2021 – 12/2021

- Conducted cost analysis and optimization, leading to significant savings and improved resource allocation.
- Developed and implemented SLAs for IT services and equipment, ensuring peak performance.
- Designed comprehensive maintenance plans, including preventive and corrective measures.
- Created technical specifications for equipment procurement, aligning with project goals.

CERTIFICATIONS

- **Junior Cybersecurity Analyst | CISCO** **01/2025 – Present**
- **Introduction to Cybersecurity | CISCO** **09/2024**
- **AWS Knowledge: Cloud Essentials | AWS** **07/2024**
- **Cloud Architecture | Sense Chile** **11/2021 – 03/2022**
- **Cloud Computing | Google Activate** **02/2022**
- **Technical Support Fundamentals | Coursera** **04/2021**