

Hilfran Marquez Torres

linkedin.com/in/hilfran-marquez | hilfran.marquez@gmail.com | +35699323370

PROFILE

With over 5 years of diverse experience in IT, I've successfully led projects, managed complex systems, and provided technical support in various industries. Where I've demonstrated a strong ability to adapt to different environments and deliver results. I specialize in efficient problem-solving and providing high-quality technical support that ensures customer satisfaction and success. Throughout my career, I have consistently focused on improving operational efficiency, ensuring seamless technology integration to achieve business goals and establishing excellent communication with customers.

PROFESSIONAL EXPERIENCE

Martech 03/2022 – 12/2022
Project Manager Santiago de Chile, Chile

- Collaborated with development teams to ensure seamless coordination and communication, achieving common project goals.
- Led end-to-end project planning, defining milestones and key stages for efficient execution.
- Managed incident response to minimize service disruptions.
- Maintained open communication with clients to align project objectives with their needs.
- Ensured quality standards through rigorous quality assurance processes in production and test environments.

Comercial Dimara Salud 08/2017 – 03/2020
Systems Administrator Santiago de Chile, Chile

- Optimized the RIS-PACS system for smooth operation and performance.
- Managed Windows Server environments and maintained the X-ray network for consistent connectivity.
- Provided 24/7 support to ensure continuous system functionality.
- Deployed and maintained antivirus software on IT equipment and implemented tape backup procedures with Powervault TL2000-Dell for data protection.
- Maintained inventory of supplies to support system operations.
- Conducted training sessions for users on system usage.

Alimentos Kasera C.A 06/2013 – 05/2015
Technical Support San Cristobal, Venezuela

- Resolved technical issues for end users as a tech support specialist.
- Optimized website functionality for a seamless user experience.
- Maintained and upgraded technological equipment.

KNOWLEDGE

Windows | Linux | macOS | Networking | Virtualization | Cybersecurity | AWS | SLA's | SQL | VPN | Google Workspace | Documentation | HTML | CSS | WordPress | Ticketing System | Scrum | Agile | Blockchain | GitHub | Social Media | HubSpot | Slack

SKILLS

Customer service | Problem Solving | Attention to detail | Quick Learner | Technical Proficiency | Adaptability | Communication Skills | Time Management | Empathy

LANGUAGES

Spanish (Native) | **English** (C1)

EDUCATION

Computer Engineer

Instituto Universitario de Tecnología Agro Industrial
(IUTAI)

2011 – 2015 | San Cristobal, Venezuela

PROJECTS

Survey of requirements for the project "Replacement

10/2021 – 12/2021

Instituto de Neurocirugía Dr.Asenjo "Servicio de

salud metropolitano Oriente.

- Spearheaded cost analysis and optimization for technology projects, resulting in significant cost savings and improved resource allocation.- Developed and implemented Service Level Agreements (SLAs) for equipment and services, ensuring peak performance and timely responses.- Created and implemented comprehensive maintenance plans, incorporating preventive actions for continuous operation and corrective measures for swift problem resolution.- Developed and implemented detailed technical specifications for equipment procurement and deployment, aligning with project goals and ensuring successful project outcomes.

CERTIFICATIONS

Junior Cybersecurity Analyst

11/2024 – present

CISCO

Introduction to Cybersecurity

09/2024

CISCO

AWS Knowledge: Cloud Essentials

07/2024

Amazon Web Services (AWS)

Cloud Architecture

11/2021 – 03/2022

Sense Chile

Cloud Computing

02/2022

Google Activate

Technical Support Fundamentals

04/2021

Coursera