

**Adolfo Resendiz Bonilla**

**Technical Support**

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More than 10 years providing technical support on technologies in government offices, private companies, cybersecurity projects, and training for work teams.

**EXPERIENCE**

**Appie Ebook & Ecommerce, Remote. - IT support.**

January 2017 - Currently

- Prospect.
- Reviewed project specifications.
- Evaluated strategy methods and ads campaigns considering cost and budget.
- Made technical and marketing decisions within the customer.
- Administered contracts, arranged contracts and assessed their monthly invoices.
- Prepared solutions to the technical problems that occurred.
- Calculated quantity and cost of all activities for project monitoring purposes.
- Accounting.

**WORLDS FINEST SHOWS, Simcoe, Ontario. - Amusement Park attendant.**

May 2022 - October 2022

- Provided customer and guest services.
- Set up and tear down the rides in every city the amusement goes.
- Learned to cook fries and chicken, work in hot kitchen, supplies and cleaning.
- General painting and maintenance.
- Cleaning the rides, wash the trailers and storage supplies.
- Empty waste containers.
- Wash windows, interior walls and ceilings.
- Operate industrial vacuum cleaner.

**WORLDS FINEST SHOWS, Simcoe, Ontario. - Amusement Park attendant.**

June 2019 - November 2019

- Provided customer and guest services.
- Set up and tear down the rides in every city the amusement goes.
- Learned to cook fries and chicken, work in hot kitchen, supplies and cleaning.
- General painting and maintenance.
- Cleaning the rides, wash the trailers and storage supplies.
- Empty waste containers.
- Wash windows, interior walls and ceilings.

**LAT BC, Jiutepec, México. - National Technical Support.**

January 2019 - March 2019

- Report every problem that is happening on the national network to the solving areas.
- Ensure that the issue was solved and report it to the manager.
- Send follow up emails and make follow up calls in order to solve the problems as soon as possible.
- Managed resources to ensure work was completed.
- Planned work which ensured effective and efficient utilization of resources.
- Presented solutions to technical problems that occurred during construction operation.

**VIGONIX INC, Cuernavaca, México. - International Technical Support.**

October 2016 - February 2018

- Video conferences to show the security pen testing tool Outpost24.
- Day 0 technical support to configure it on the customer network.
- Follow up emails to ensure that the deployment was successful.
- Video conferences to guide the customer step by step of how to use it.
- Video calls to give technical support.
- Web site building and social media post.

## **SEMARNAT CONAGUA, Cuernavaca, México. - Regional Technical Support.**

May 2008 - September 2016

- Solve every problem related the infrastructure located on the buildings.
- Network monitoring.
- Infrastructure equipment updates.
- Software updates.
- Technical Support solving co-workers issues on printing and general uses of technologies.
- Report solutions and possible improvements to the director of each area.
- Special projects.
- Project management.

## **EDUCATION**

**Cornerstone International Community College of Canada, Vancouver BC. - Diploma – International Business Management & Digital Marketing Specialist.**

May 2023 – Currently, Canada.

**UTEZ, Emiliano Zapata, México. - Skilled Trade Technician Certificate – Information Technology and Communications.**

2005 – 2008, México.

## **SKILLS**

### **TECHNICAL SUPPORT.**

- Windows configurations.
- Apple basic configurations.
- Office suite intermediate.
- Video and image editing software.
- Remote support.
- Web support.
- Hosting and backup support.
- Process automation.
- Call and chat support.

### **BUSINESS SUPPORT.**

- Inventory.
- Automatization.
- Project management.
- Invoicing.
- Electronical tools.
- Sales
- Prospecting.
- Closing.

### **DIGITAL MARKETING.**

- Web.
- Landing pages.
- Process automation.
- Social media.
- Chat bot creation.
- Social Media Campaigns.
- Sales funnel creation and automation.

### **EBOOK PUBLISHING.**

- Interior design.
- Cover design.
- Create the launch materials.
- Preset times and places to present the book.
- eBook publishing worldwide.
- Customer video training.

### **CUSTOMER SERVICES.**

- General inquiries.
- Problem solving or scaling tickets.
- Follow ups.
- Book taxis, appointments, etc.

### **LANGUAGES.**

- Spanish - Native
- English - Advanced

## **ADDITIONS**

### **International Book Fair Guadalajara.**

UA de G, Guadalajara, México.

2021 - 2023

**Book and author host.**

### **English course.**

UNAM, México.

2016 - 2017

**Completion certificate.**

### **Professional staff in Campus Party México**

México Government, Guadalajara, México.

2011 - 2015

**Technical support engineering.**

### **Pan-American Games Organization.**

Panam Sports Guadalajara, México.

2011 - 2011

**VIP Staff attendant.**