

Adolfo Resendiz Bonilla
Technical Support

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With over a decade of experience, I have consistently delivered technical support across a spectrum of technologies to government offices, private enterprises, and cybersecurity projects. My background includes adeptly managing and training diverse teams, individuals, and even CEOs.

EXPERIENCE

Appie Ebook & Ecommerce, Remote. – IT support. - January 2017 - Currently

- Project management involving the phases of initiation, planning, execution, monitoring, and closure.
- Strategy creation, implementation, and analysis of campaigns for Facebook and Instagram.
- Editing, designing, and formatting the interior and exterior of books for publication and printing.
- Competitor analysis for marketing strategy development.
- Design, formatting, and publishing of websites and online stores with payment gateways using WordPress, with HTML, CSS, and PHP adjustments for optimization.
- Budget management for marketing.
- Disassembly and cleaning of high-end Mac and PC hardware and software.
- Formatting, backup, installations, and the use of Acronis.
- Video editing with Canva, Camtasia, Filmora, image editing with Photoshop.

WORLDS FINEST SHOWS, Simcoe, Ontario. - Amusement Park attendant. - June 2019 – November 2019 and May 2022 - October 2022.

- Providing exceptional customer service.
- Preparing all resources for selling to customers during events.
- Assembling and disassembling rides and food trucks for each opening and closing in over 10 different locations around Ontario.

LAT BC, Jiutepec, México. - National Technical Support. - January 2019 - March 2019

- Continuous real-time monitoring of all critical devices connected to the national network.
- Being the first point of contact to resolve issues in various areas.
- Swiftly and effectively resolving all problems related to customer services.
- Maintaining a record of all ongoing issues and their solutions for future reference.
- Coordinating all departments involved in a service to provide a joint solution.

VIGONIX INC, Cuernavaca, México. - International Technical Support. - October 2016 - February 2018

- Business presentations for Outpost 24, SAAS.
- Implementation of the appliance to develop the Proof of Concept (POC) within virtual environments with VMware, Mac equipment, or within the client's production infrastructure.
- Administration, presentation of results, and client training with the SaaS for license acquisition.
- Use of VPNs, firewalls, switching, access lists, and routers for environment configuration.
- Identification, reporting, and resolution of vulnerabilities found within the client's infrastructure.

SEMARNAT CONAGUA, Cuernavaca, México. - Regional Technical Support. - May 2008 - September 2016

- Managing, troubleshooting, and inventorying over 300 devices within the institution.
- Administering the internal infrastructure for optimal operation and connectivity between nodes.
- User additions, deletions, changes, emails, passwords, IP telephony, and specialized equipment for high-level executives.
- Active directory management.
- Coordinating warranty solutions with suppliers.
- Creating public and private FTP services.
- Remote desktop configurations.
- Adding and removing devices from the institutional domain with inherited rules.
- Disassembly, cleaning, and reassembly of devices such as PCs, laptops, printers, and IP phones.
- Configuration of video conference equipment from Huawei, Sony, multi-channels with projectors, TVs, and surround sound, connecting over 700 video conferences each year.

AVANTEL, CDMX. – Exchange implementation. – January – April 2008

- Implementation of an Exchange server within the national infrastructure.
- Transitioning more than 600 users nationwide, visiting 8 states in the Mexican Republic.
- Budget management for travel.

EDUCATION

Cornerstone International Community College of Canada, Vancouver BC. - Diploma in International Business Management & Digital Marketing Specialist. Accounting, Business Strategy, Presentations, Project Management. May 2023 – Currently, Canada.
Currently, due to international student regulations, I can only work part-time until the end of November. After that, full-time employment is possible.

UTEZ, Emiliano Zapata, Mexico. - Skilled Trade Technician Certificate in Information Technology and Communications.
CCNA basics, SQL basics, ITIL basics. 2005 – 2008, Mexico.

ADDITIONS

Professional staff in Campus Party México, México Government, Guadalajara, México.

2011 - 2015

During the development of the largest technology event, where top-level experts and the entire geek community in Mexico and Latin America gathered, I participated as part of the team responsible for setting up the network that served over 7,000 users connected to the wired network capable of quickly downloading files.

As part of the team, my job was focused on installing UTP cables, switches, routers, firewalls, and some wireless access points. Before the event, teams of interns were deployed, and I was in charge of over 40 people working in different shifts. During the event, they also became part of the user support team. The most common problems to solve were related to connectivity and permissions for various devices, including routers, laptops, desktops, gaming consoles, smart screens, etc.

I also provided support for each stage, assisting the presenters, some of whom spoke in English. At the end of the event, we took care of dismantling all the nodes, inventorying all components such as fiber, UTP, switches, routers, modems, computers, and configuration records. Inventory was conducted both at the beginning and end of the event, and recognition was given to each participating intern.

Notes:
I am currently in Val-d'Or, Quebec, working in the kitchen. However, I am seeking a position that aligns with my experience, and I am available for immediate relocation to wherever is necessary.