

PROFESSIONAL EXPERIENCE

National MSP with NOC/SOC Capabilities

Jan 2023 - Dec 2024 Account Manager

Responsibilities include managing customer accounts by means of:

- Managed a portfolio of up to 34 named accounts totaling \$2M in yearly recurring revenue, with individual accounts generating \$2.5K - \$10K in monthly recurring revenue.
- Successfully maintained above 98% client retention.
- Conducted in-person and remote meetings with clients to discuss strategic initiatives, budgets, and roadmaps, ensuring alignment with business objectives.
- Communicated new product and service offerings to clients, enhancing their technology solutions.
- Managed and executed agreement renewals, assessing service mix and identifying upselling opportunities.
- On-boarded new clients in collaboration with the business development team, ensuring a smooth transition.
- Partnered with the solution architect team to effectively scope and plan client projects.
- Successfully identified and closed opportunities to achieve sales goals.
- Proactively identified at-risk clients and developed retention strategies to maintain client relationships.
- Managed a large client load, ensuring high levels of satisfaction and engagement.
- Collected and shared client feedback with internal teams to align service delivery with client expectations.
- Conducted monthly reviews of client invoices, coordinating with the finance department to resolve discrepancies.
- Engaged with clients with 60+ day past due balances to resolve outstanding issues.

Enterprise-Level MSP with National Footprint

2008 to 2020

Account Manager

2020-2022

Responsibilities include managing customer accounts by means of:

- Constructed positive relationships with clients to understand their specific needs
- Managed 12 accounts throughout the United States
- Exceeded customer expectations, which lead to all 12 customer accounts renewing their contracts
- Engaged with multiple IT departments, including Customer Service Management (CSM), Systems Engineer, Technical Consultant (TC) to ensure proper support for all clients
- Conducted weekly, bi-weekly and monthly meetings with clients to provide updates on open trouble ticket and discuss business operations
- Onboard multiple new clients
- Successfully able to increase upsells through refresh projects, network firmware upgrades and other services
- Developed knowledge of the company's services and pricing structure

Systems Engineer II

2017-2020

- Responsibilities include working as a Systems Engineer with various clients and projects by means of:
 - Monitoring, maintaining, supporting, and optimizing various network software and operating systems
 - Communicate and interview staff and clients to accurately understand and gather specific system requirements
 - Developing, configuring, maintaining, supporting, and optimizing all new and existing network hardware, software, and communication links
 - Document design specifications, installation instructions, and other system-related information

- Conduct system assessments to identify the required system data, hardware, or software components to meet customer needs
- Perform continuous hardware and software maintenance operations, to include installing or upgrading hardware or software
- Configure servers to meet functional specifications (Windows Server 2008/2012/2016 OS)
- Replace defective components or parts, using hand tools and precision instruments
- Manage positive relationship with multiple client accounts and executives
- Working as an escalation point for our customer support team
- Responsible for managing projects for customer and providing status reports, meetings and staying within the SOW (Scope of Work) agreement

Systems Engineer

2013-2017

Responsibilities included working with customer projects by means of:

- Working onsite at client facility to provide face to face service facilitation to the end users and executives
- Supporting and trouble-shooting multi-site Active Directory 2008/2012 and Microsoft Exchange 2007/2010/2013 environments
- Troubleshooting on-site networks including issue pertaining to cabling, routing, routing protocols, switching, internet
- Working as the local contact with remote support to remedy outages and significant disruptions
- Assist in server and exchange migrations/replacements

NOC Engineer

2008-2013

Responsibilities included working in a NOC environment by means of:

- Providing systems administration support in a Windows environment
- Monitoring network equipment and server performance for customers
- Troubleshooting network outages
- Working with Internet Service Providers (ISP) to resolve network outages (Verizon, Level 3, Century Link, XO Communications)
- Identifying network failures that result in service downtime and execute appropriate actions to resolve failures
- Creating and analyzing network devices and server health check reports (network utilization, drive space and hardware)
- Working with manufacturers Dell and HP for the ordering of replacement parts
- Performing routine and corrective maintenance and patch updates on various servers
- Experience with SolarWinds, Kaseya, Microsoft CRM VMWare ESX, Hyper-V

EDUCATION

Devry University, Studied Business Administration, 2007-2008

Courses

Project Management, Accounting, Economics, Marketing, Finance, Advanced PC Applications w/lab, Fundamentals of Small Systems, Microsoft Server Administrator

Training

AWS Certified Cloud Practitioner – Certificate 09/2022 Network Principles Training
 Network +
 Microsoft Windows – Managing and Maintaining Server 2008

TECHNICAL SKILLS

AWS Cloud Practitioner
Microsoft Office applications – Office 2007/2010/2013/2016
Microsoft Windows Operating Systems – XP/7/8/10
Microsoft Windows Server Operating Systems – 2003/2008/2012/2016 Microsoft
Exchange 2007/2010/2013
Microsoft Office 365 Microsoft
Azure/AD Connect Active
Directory(AD)
Group Policy (GPO) VMware
ESXi and vCenter Microsoft
Hyper V SolarWinds
Monitoring
Kaseya patching & monitoring
Bit Titan – Migration Wiz (Email migration tool) Service
NOW
Microsoft PowerBI Sales
Force ConnectWise
ConnectWise Automate
BrightGauge
ITGlue
Addigy

LANGUAGES

Fluent Spanish