Marco Xavier Ruiz

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SUMMARY

Many years of experience in Information Technology, Proven ability to develop, launch and direct successful IT departments. Highly familiar re-organizing groups to increase efficiency and reduce costs. Strong project management background. A depth formulating and administering budgets, selecting and purchasing new technologies, and leading internal and client technology integrations. Able to create and lead technical support programs, liaison with clients and partners, and manage domestic and international infrastructures. Ability to bridge the gap between technical and non-technical persons. Excellent presentation and bilingual communication skills.

EDUCATION

MCP ID: **3549891**

- Apple Certified Macintosh Technician (ACMT)
- Microsoft Certified System Engineer Windows Server (MCSE)
- Microsoft Certified Trainer (MCT)
- Microsoft Certified Technology Specialist (MCTS)
- Microsoft Certified Information Technology Professional (MCITP)
- in Enterprise Support.
- Microsoft Certified System Administrator Windows Server (MCSA)
- Microsoft Certified Desktop Support Technician (MCDST)
- Microsoft Certified Professional (MCP)

PROFESSIONAL EXPERIENCE

- **Sound Connection Distributos Inc. , Hollywood, FL**   **2009-2015**
  - **IT Manager**
    - 25 Users environment.
    - Maintain company servers running properly and daily monitored, Windows Server 2008.
    - Active Directory management, user accounts, GPOs.
    - VM-Ware virtualization management, cloud management.
    - Citrix Gotomeeting development, XenServer, XenMobile management.
    - Cisco Routers maintenance, Cisco Switch maintenance and implementation.
    - Firewall management.
    - Norton Antivirus management.

- 3CX VOIP system implementation.
- Deploying desktop support via remote connection for Windows 7.

- **Cobiscorp SA, Quito, Ecuador**   **2008-2009**
  - **IT Manager**
    - 500 users environment. Multinational branches.
    - Purchasing technology for the corporation to increase work productivity and time spent.
    - Manage Help Desk operations with weekly reports.
    - Maintain company servers running properly and daily monitored, Windows Server 2008.
    - Blackberry Enterprise Server (BES) implementation.
    - Active Directory management, user accounts, GPOs.
    - Firewall management.
    - VM-Ware virtualization management, cloud management.
    - Citrix Gotomeeting development, XenServer, XenMobile management.
    - Technology tools implementation, VOIP, Windows Communication Server.
    - Cisco Routers maintenance, Cisco Switch maintenance and implementation.
    - Deploying desktop support via remote connection for Windows XP, Blackberry BES devices.
    - IT Support on dedicated tasks, product development of new Technologies.

- **Universidad Central del Ecuador**   **2008**
  - **Substitute Computer Teacher**
    - Microsoft Windows XP.
    - Microsoft Office Excel 2003 Level 2.
    - Microsoft Office Excel 2003 Level 3 (Macros).

- **New Horizons, Quito, Ecuador**   **2005-2008**
  - **Computer Trainer**
    - Administer instructor-oriented Microsoft training sessions of Microsoft Word, Excel, Power Point, Access, Outlook, Project, Visio version 2003, 2007.
    - Classes one-one instructor lead on Microsoft software.
    - Technical preparation for Microsoft Official Courses (MOC), certificate preparation skills on Windows OS Technical support and Administration, Windows Server Technical support and Administration.

- **Colegio Tecnico Automotriz Latino Americano, Quito, Ecuador**   **2005-2006**

- **English Teacher**
  - Sixty minutes English oriented classes.
  - Class preparation for children between 13 and 18 years old

TECHNOLOGY PROFILE:

- Microsoft Windows 2012.
  - Implementation, Management and Development. Trainer skills.
- Microsoft Windows 2008.
  - Implementation, Management and Development. Trainer skills.
- Microsoft Active Directory services
  - Create user accounts. Manage GPOs. Trainer skills.
- Microsoft Exchange 2007.
  - Management and Development.
- Microsoft IIS Services.
  - Implementation, Management and Development.
- Microsoft Windows XP.
  - Implementation, Management and Development. Unattended installation. Remote support. Trainer skills.
- Microsoft Windows 7.
  - Implementation, Management and Development. Unattended installation. Remote support. Trainer skills.
- Microsoft Windows 8.
  - Implementation, Management and Development. Unattended installation. Remote support. Trainer skills.
- Microsoft Windows 10.
  - Implementation, Management and Development. Unattended installation. Remote support. Trainer skills.
- Microsoft Office suite.
  - Implementation, Development, end user support. Trainer skills.
- Microsoft Office 365.
  - Implementation and Management.
- Microsoft Virtual PC 2007
  - Computer virtualization development and implementation.
- VM-Ware Virtualization
  - Computer virtualization Implementation, development and clouding.
- Cisco Networking.
  - Router development, management. Switch development, management.
- 3CX Voip
  - Development, management.
- Microsoft Windows Firewall
  - Implementation, Development and Management.
- Norton Antivirus

- Development and Management.
- Citrix suites
  - Gotomeeting management. XenMobile management. XenServer management.
- Blackberry Enterprise Server(BES)
  - Implementation, Development and Management.
- Apple OSX Leopard,
  - Implementation, Management and Development. Trainer skills.
- Apple OSX Snow Leopard.
  - Implementation, Management and Development. Trainer skills.
- Apple OSX Lion.
  - Implementation, Management and Development. Trainer skills.
- Apple OSX Mountain Lion.
  - Implementation, Management and Development. Trainer skills.
- Apple OSX Yosemite.
  - Implementation, Management and Development. Trainer skills.
- Apple iOS Devices.
  - Implementation, Management.
- Android Devices
  - Implementation, Management.

* References available upon request.