

Asdrual De Leon

IT Professional

Experienced Information Technology Specialist with a demonstrated history of working in the internet industry. Skilled in Mac OS X, Linux, and Windows Server, Programming language like Python, PHP, .NET Framework, and Databases like SQL Server, MySQL and Oracle. Strong information technology professional with a Bachelor of Science focused in Information Technology for Software and Web Development from Miami Dade College.

Personal Info

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Languages

Spanish - Native

Key skills

IT Management
Project Management
Team Leadership
Team Work
Troubleshooting

Technical skills

System Admin | Windows | Linux
Active Directory | Group Policy | DNS
Networking | Router | Switching
DHCP | ISS | Apache | Nginx
VMware | Hyper-V | VirtualBox
Microsoft Azure | Amazon Web Services

Programming Language

.NET Framework | VB | C#
MS Visual Studio | Project | Office Suite
Xcode | Objective C | C ++
PHP | Python | Bash
HTML5 | Javascripts | CSS3

Certificates

2017-07
Miami Dade College - Computer
Programmer Certified

Experience

**2013-03 -
present**

Information Technology Specialist

Global Personals Media, LLC / Miami Beach, FL

Serve as main point of contact for IT related issues, including telecommunications, networking, and hardware across several locations in South Florida and Colombia. Results:

- Executed successful migration of critical production application and servers with no impact to business
- Proficient in managing one or more IT related fields including Linux and Windows server administration, Microsoft office application, and networking
- Manage network configuration and installations - DHCP, DNS, mail transport, TCP/IP and VPN
- Facilitated negotiations of Kana Response software upgrades with savings results of (\$30k)
- Applied a successful network fail-over system for 24/7 site support operations
- Implemented an open source solution, OS Ticketing System, as a cost savings directive (\$20k)
- Develop and Implement a dashboard to control the production email in OSTicket
- Worked on Windows Servers upgrades and SQL data migration (SQL 2008 to SQL 2016)
- Manage and Maintain Microsoft Dynamics (GP) Software
- Worked with Amazon AWS platform and its dimensions of scalability including S3 buckets and EC2 instances
- Manage and oversee an international project to expand business to Colombia

**2008-02 -
2013-03**

Information Technology Manager

AnswerPro, LLC (acquired Global Personals Media, LLC in March 2013)

Scope of position includes departmental direction implementation engineering and management of technology resources and efficiency. Results:

- Developed portal application used as a CRM for the call center using Sharepoint Server 3.0
- Manage and maintain company's FreePBX phone system
- Worked with third party consulting group to develop internal billing admin interface
- Liaison for sophisticated CRM project, Monocle, to meet needs of growing call center
- Oversee 24x7 Customer Service Computer Operations Center
- Manage SQL Database Servers
- Developed a Web/Internet Monitoring & Filtering system
- Maintain and update the customer email system Kana and the database for the entire call center.
- Assisted in the implementation and testing of new corporate email system.
- Debugging and provided developmental suggestions to the company for improving operational efficiency.
- Assisted in-house staff by troubleshooting PC and Linux related problems.
- Monitored the email system and ensure the anti-virus protection.
- Conduct user training on new functions, procedures and processes.

**2007-01 -
2008-02**

Information Technology Specialist

KLMA, LLC / Miami Beach, FL

Provided Technical Support for networks, hardware and software installations. Results:

- Managed Kana email ticketing system software and SQL database
- Oversee Avaya phone system for call center and KLMA Operational fluidity
- Oversee 24x7 Customer Service Computer Operations Center
- Manage network configuration and installations - DHCP, DNS, TCP/IP and VPN
- Assisted with network and hardware installation for the mail cluster

Education

**2017-11 -
2019-04**

Miami Dade College

B.S. in Information Systems Technology - Pathway in Software and Web Development

**2014-05 -
2017-12**

Miami Dade College

A.S. in Computer Programming & Analysis - Business Applications