

# YAMILL MORÁN ARGÜELLO



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MORANDEVLAB.COM

[HTTPS://GITHUB.COM/YAMACODERS94/PUBLICMARBELLA](https://github.com/yamacoders94/publicmarbella)

Solutions oriented Computer Engineer with 4 years of experience in IT support and software development. Adept in identifying and solving complex computer system and software issues. Able to effectively self-manage during independent projects, as well as collaborate as part of a productive team

## WORK EXPERIENCE

### DELL TECHNOLOGIES- TECH SUPPORT ENGINEER II

MAY 2022 - DEC 2023

- Diagnose and resolve VxRail software issues.
- Perform upgrades and maintenance tasks on VxRail clusters.
- Manage and troubleshoot VMware ESXi and vCenter environments.
- Provide support for vSAN configurations and issues.
- Administer and troubleshoot iDRAC (Integrated Dell Remote Access Controller) for Dell servers.
- Support Linux server environments (VxRail), including installation, configuration, and troubleshooting.
- Collaborate with cross-functional teams in different locations (mostly USA and Europe) to address complex technical issues.
- Communicate effectively with clients around the world to understand and resolve their technical challenges.
- Ensure that customers use the best security practices when managing their servers.

### TELEPERFORMANCE- DESKTOP SUPPORT ENGINEER

MAY 2020 - MAR 2022

- Respond to IT support requests via phone, email, or ticketing system.
- Provide timely and effective troubleshooting to resolve technical issues for end-users.
- Install, configure, and maintain desktops, laptops, and peripherals.
- Troubleshoot network connectivity issues.
- IP assignment, basic DHCP server administration.
- Assist in the setup and maintenance of network devices.
- Create and update documentation for IT procedures and issue resolutions.
- Provide end-user training on basic IT tasks and best practices.
- Collaborate with other IT team members to escalate and resolve complex issues.
- Communicate effectively with users to gather information and provide status updates.
- Perform internal audits every quarter:
  - Review the integrity of all windows images used for every client.
  - Confirm all pcs on the company have only licensed software.
  - Eliminate any accounts and privileges that are no longer necessary.
  - Ensure that all software and firmware on the system are up to date with the latest security patches and updates.
  - Randomly select a few pcs to confirm they have the right BIOS/UEFI settings.
  - Create SQL reports with PDQ inventory.
- Implement automated patching through PDQ deploy without impacting the user or IT during busy work hours.
- Provide support to various sites in different countries in the region (Honduras and Dominican Republic)
- User creation and management which includes assigning the right network and system privileges.

### TELEPERFORMANCE- TECH SUPPORT - VIASAT

JANUARY 2020 - MAY 2020

- Provide technical guidance to viasat customers on USA on setting up and managing their local networks
- Responsible for troubleshooting network issues

## SKILLS

- PowerShell
- Microsoft PowerBI
- Microsoft Office
- Windows system administrator
- Linux
- VxRail (vSAN,vCenter,iDRAC)
- JavaScript
- SQL
- Oracle DB
- Java
- ASP.NET and NET Core
- C#
- PHP
- Razor
- React
- HTML and CSS
- Python

## EDUCATION

### PRIMARY SCHOOL • 2000-2006

COLEGIO CENTROAMERICA (NICARAGUA)

### HIGH SCHOOL • 2007- 2011

COLEGIO CALAZANS (NICARAGUA)

### INTENSIVE ENGLISH COURSE • 2012

AVE MARIA LANGUAGE INSTITUTE

### INDUSTRIAL ENGINEERING • 2013- 2018

UNIVERSIDAD AMERICANA

(NICARAGUA)

### COMPUTATIONAL SCIENCE AND ENGINEERING 2019-2022 (COMPLETED)

UNIVERSIDAD FIDÉLITAS (COSTA RICA)

### ROUTING AND SWITCHING ESSENTIALS • 2019

UNIVERSIDAD FIDÉLITAS

(COSTA RICA)/ CISCO NETWORKING ACADEMY

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## SALES MANAGEMENT SYSTEMS - V 2.0

- Sales management system where users' access and functionalities are tailored based on their designated roles, ensuring a customized experience that aligns with their responsibilities and permissions within the organization. Additionally, it generates comprehensive reports, visualizes data with interactive charts, and effortlessly export to Excel for in-depth analysis. Developed with MVC
  - Technologies used:
    - C#
    - React
    - Chart JS
    - Entity Framework
    - NET Core
    - SQL

## PORTAFOLIO - MORANDEVLAB.COM

- Explore my portfolio website, crafted with WordPress, showcasing my expertise and past projects. Additionally, browse and get more info of my virtual services directly from the site, offering convenience and accessibility for your needs
- Technologies used:
  - Wordpress
  - CSS

## E-COMMERCE - LIBRAR

- E-commerce developed for a library that offers seamless browsing, secure transactions, and efficient management of products and orders. Developed with MVC
  - Technologies used:
    - C#
    - JavaScript
    - CSS (Bootstrap)
    - HTML
    - Entity Framework
    - NET Core
    - SQL

## PROJECTS

### HOMETASK TRACKER: SIMPLIFY HOUSEHOLD DUTIES AND FINANCES

- Web application that keeps track of duties and relevant information at home. Allows users to register, set up their duties and let the other users know when they are completed, keep track of upcoming bills and more. Developed with MVC
  - Technologies used:
    - C#
    - JavaScript
    - CSS (Bootstrap)
    - HTML
    - Entity Framework
    - ASP.NET
    - SQL

### SALES MANAGEMENT SYSTEMS

- Sales management system where users' access and functionalities are tailored based on their designated roles, ensuring a customized experience that aligns with their responsibilities and permissions within the organization. Additionally, it generates comprehensive reports, visualizes data with interactive charts, and effortlessly export to Excel for in-depth analysis.
  - Technologies used:
    - C#
    - Angular
    - Chart JS
    - Entity Framework
    - NET Core
    - SQL

### CHATBOT SPECIALIZED ON MEDICAL TERMS

- Pre-trained Llama model built with Fine-tuning specialized on Medical Terms.
- Technologies used:
  - Huggins Face
  - Python

### NETWORKING TOOL

- A Windows desktop application designed to aid tech support engineers with a user-friendly interface for fundamental troubleshooting tasks. It offers features such as Ping, Traceroute, Cache Clearing, GPUUpdate, and GPReport to streamline the troubleshooting process effectively.
- Technologies used:
  - C#
  - Windows Forms

More of my projects on my website

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