



Resume

Alejandro Ayala Schmitt

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Summary: - Bilingual Professional Information Systems Administrator experienced in Microsoft Windows platform, Active Directory, Exchange Server, Linux/Unix support, maintenance, security and data integrity, data backup and recovery. Front End Web Development, Content Management Systems in HTML, PHP, CSS, MySQL, e-Commerce, Adobe Suite, Technical manuals translation and documentation.

Certifications: "Elevate the Everyday Experience" (Customer Service) – American Airlines – Participation [Mar. 9, 2017– Mexico City]
Baggage Service Operations Training / NetTracer – American Airlines – Certificate/Diploma [Dic. 16, 2016 – Charlotte, NC. USA.]
CompTIA – A + Certified IT Professional Technician – Certificate and Diploma [May 2008 Salt Lake City, UT. USA]

Current: Alura LATAM + Oracle ONE (Oracle Next Education) Program | Front End Developer Jr in Training - Studing | **HTML5 - 90%** | **CSS3 - 90%** | **JavaScript - 50%** | **JAVA - 10%** | **Python - 10%** | **Flutter - 50%** | **PHP - 20%** |

Professional Experience:

AFORE PENSIONSSSTE, SAN JUAN DEL RIO, QUERETARO, MEX. - [JUN 2020 – DEC 2021- Last].

AFORE Services Agent.

Supervisor: Christian Jesus Sampieri Serrano. Ph.: 228.859.6862.

Achievements: Customer service, orientation, registration and procedures of individual Retirement Savings Funds (AFORE) to customers such work force members that belongs to this AFORE, that owns accounts. Marketing, promotion and attention to different workers requests as information, procedure requirements, Worker Identification and Enrollment (Finger Prints and Signature) File, Account Unification, Pensions, Voluntary Savings among other procedures. **Performed great work, increased customer satisfaction from 85% to 97% and top performance commission paid within one year.**

TILC, SA de CV, QUERETARO, MEX [MAY. 2018 – MAY 2020]

International Passengers Interviewer.

Supervisor: Rufino Herrera Arredondo. Ph.: 442-122-5042.

Achievements: TSA Trained and Certified Interviewer for UNITED AIRLINES, Responsible for Interview and asses passengers booked on an international flight going into USA on transit or as final destination, under the TSA's BDA Program. **Increased flight security and peaceful boarding assurance from 80% to 95%.**

Menzies Aviation Mexico, SA de CV, QUERETARO, MEX [DIC. 2016 – MAY. 2018]

Airport Traffic Agent | Passenger Service Agent.

Supervisor: Monica Arroyo. Ph: 442-314-2069 and 2070.

Achievements: Customer Service Representative, Bilingual assistance to customers in front desk ticketing, before a flight, while waiting to board the flight and at the arrival of a new flight for American Eagle Airline from Dallas Forth Wort to Queretaro Airport and from Queretaro to Dallas Forth Wort Airport. In addition support to other airport personnel such pilots, flight operation officers, flight attendance, ground operation staff while boarding or deplane. Additionally handle baggage climes, reservations, customer inquiries in person and on the phone. Assist passengers with special needs and perform a number of other customer service-related functions. QIK over SABRE for ticketing and NetTracer for tracking baggage, and baggage delay, damage claims incidents. Sales reports of the day. **Performed outstanding customer service, increased customer satisfaction from 75% to 98% and overall station performance from C to A.**

Life File Videos – Salt Lake City, UT USA [ABR. 2010 – MAYO. 2015]

Jr. Front End Developer / Systems Administrator.

Supervisor: David Pilkington. Ph.: 1.801.972.2146

Achievements: Front End Development Web Sites for small and Medium Business Customers in HTML, CSS, some JQuery, and PHP; on Mac OS, with Graphic Suite Tools from Adobe such Dreamwaver Photoshop, Illustrator, etc., Deployed to hosting environment, implementation, updates and maintenance. In addition maintenance, support and troubleshoot equipment as needed. Performed translations - Spanish / English - English / Spanish, for some web sites and documentations. **Increased customer satisfaction from 77% to 97% by set an agile methodology to deliver to customers.**

Alcala Law Firm – Salt Lake City, Utah, USA [ENE. 2009 – MAR. 2010]

Systems Administrator / IT Manager.

Supervisor: Hector Alacla. Ph: 1.801.886.1111

Achievements: Successful DELL Server SBS 2003 management: backup and restore data, MS SQL databases from the server and shared network storage NAS, MS Active Directory, Exchange Email Server, applications as Quick Books, LexisNexis Time Matters, Eila, Antivirus Software, etc.. Installations, Configurations, Updates, Upgrades and maintenance applications on Windows XP, and 7 versions in all the computers, Laptops, Personal Printers, Malfunction, Copiers, Scanners, Faxes, Commuter Phone System Inter-Tel / Mitel. LAN. Manage, maintain, and admin, organization website. Service Desk, Help Desk, Support, Maintenance / Troubleshoot and Training all Lawyers and Users through out the overall organization. Some data entry. **Maintained under control low cost operations to meet the monthly budget, by negotiation with all the providers, services providers for better pricing and quotations to be able to increased revenue from 80% to 95%.**

Consulate of Mexico - Salt Lake City, UT USA [APR. 2006 - DEC. 2008],

System Administrator / IT Manager.

Supervisor: Consul Eusebio Romero Esquivel. Ph: 1.928.343.0066

Achievements: Server software OS upgrade from Windows Server 2000 to Windows SBS 2003, Hardware server upgrade, expanding HDD Storage and Main HDD for Software OS Upgrade. Network Reconfiguration. Internet Service Provider Change to upgrade speed and performance. Several quotations to acquire new equipment to upgrade existing to improve Consulate Services Overall: PC's, Laptops, New extra Server, Functional Printers, Copiers, Scanners, etc., Service Desk maintenance and troubleshooting assisting overall consulate departments, including managing and backup overall server Data, Exchange Server Email, Active Directory, Shared Storage, and Key Server applications that assure consulate overall operations. **Overall consulate performance and customer satisfaction increased from 67% to 99 % on all the services provided for the consulate by eliminated all the bottlenecks and pain points, that new equipment, upgrades in software, infrastructure and service providers accomplished.**

Education:

Updating and Computer Repair (A + Certification): Salt Lake Tooele Applied Technology College – Salt Lake City, UT. USA.

Systems Engineering: Technological Institute of Chihuahua II - Chihuahua, Chih.

High School: College of Bachelors of Chihuahua I - Chihuahua, Chih.

Technical Training: Electronic Analog / Digital; preventive and corrective maintenance computing and networks; Design and programming web pages; Green Building – Straw Bale Building, different techniques and finishes; Repair, Reuse, Recycle; Bio compostable organic waste for subsoil.

Skills:

Language: Bilingual – Native Spanish, and English speaking fluently 90%. Fast Start, self-motivated, fast learning, proactive, excellent interpersonal communication skills.

Personal Profile Summary:

Reliable, proactive, innovative, committed, teamwork, extensive experience in project management and development, service-oriented, attention to detail and troubleshooting.

Hobbies:

Reading, Reading, Writing, Carpentry, Drawing, Painting, and Cooking.