



# FRANKLIN A. NANCLARES

Information & Communications Technology  
Professional



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## RESUME PROFILE

Information and Communications Technology Professional, with more than 10 years of experience with a Master Administration in network technologies and operating systems: Cisco Certified Network Associate, Microsoft Certified Technology Specialist, Microsoft Certified Solutions Associate, and Linux Professional Institute, Web Design and Multimedia.

Bilingual Fluent in English and Spanish, and extensive International travelling and working experience, the ability to work effectively as part of a team or individually.

## EXPERIENCE

### ZTE Managed Services Southern Europe, Asturias, Spain. Present

ICT Administrator FO / BO Coordinator - Gijón and Coruña

Managed technical support for more than 100 Active Directory users, including Level 1, 2 and 3 of all operations departments of Gijón and Coruña.

1. Front Office Level 1. (Surveillance, and Corrective)
2. Level 2 (MLF, Logistics)
3. Back Office Level 3 (Voice, Network, Multimedia, Data,)

#### Operations included:

**Help Desk:** support for Gijón and Coruña Offices (Onsite, Phone, Mail, and Remote) using a ticketing support system.

**Systems Administrator:** All support are basically for operating system, under Windows 7, Windows 10 and Active Directory 2012

#### ICT Production Software and Applications Management

- Managed, Installed, and troubleshoot all internal ZTE's Software, and hardware
- Managed, Installed, and troubleshoot of all different Client's software and applications
- Domain Migrations
- Software + Web for more than 300 production applications

## **Communication applications and client support technologies**

### **Euskaltel Software Technologies**

EKTNet, Pega, Odigo

### **Ferramentas R Galicia Technologies**

GRDOM, Diamux- MML, CastleRock, Kiron, VOA, Fric, Tbook, Inferno, S3, Provision, OTA, CTS, INCA, SOHA, JRMS, Plesk, Escribian, Recolector, Test de Linea, Reassignator, MML, Pelexo, Espantallo, SGI, Sauter, Spectrum, DVstation, Hydra, Pegasus, Zabbix, Preventivo, Netcool, Clarin, Kelogs, Checklist, Planificador, Meigas

### **Telecable Software & Technologies**

TCNet, Tbook, Netcool, Zabbix, Citrix, Exceed, Maexe, Omni2000, PathTrack, Platform Manager, Pocima, PortalNet, PortalOn, BBC, Ciena One Control, TelnetONU, Velneo, Neon, Juniper, TEDI Coders.

### **Orange Software Technologies**

Netnumen, Global Protect, Giros, Jira, Centrix,

### **Telefonica Software Technologies**

Neon

### **This includes additional software required to make it work such as:**

Java, Oracle, Microsoft Office, Putty Teraterm, Filezilla, MobaXterm, Teamviewer, Anydesk, Forticlient, Teamviewer, Skype, OpenVPN, VLC, Wireshark, Winmerge, Note++, Keepass, Acrobat Reader, 7Zip, Winrar, Virtual Box, VMware, McAfee, etc.

## **IT Production / Profiles and Backup Management**

- Development of user's desktop/profiles, Software, tools
- Backup/Restore/Setup Image Management
- Development of Technical and Software Procedures
- Password / Users reset
- Security (User Control, Antivirus, Backup,)

### **Network:**

- Network mapping (Local and External server/Units/Drives Configurations)
- Network Control (verifying, testing, setup, Wi-Fi)
- VPN and Remote connections / Assistance
- Mail configurations (SMTP, POP3, IMAP, POP3)
- Zmail > Public Mail Control and User Configurations

**Technician:**

- Computer Setup and repair, configuration, Technical maintenance of all office equipment, computers, monitors, software, telephone IP, mobile, and other peripherals.
- Employee trainee and support for all ZTE tools and training sites and other functions.
- Inventory and Tagging Control (Fixed Assets)
- Mobile Setup and configurations
- Telephone System PBX

**Administration Duties**

- Employee trainee and support for ZTE tools, training sites and other ZTE webs functions.
- Employee /Company Access Control
- Inventory Control (Fixed Assets)

**Domótica Davinci, Tiñana, Asturias Spain 2018**

Installation, configuration and start-up of home automation and computer equipment such as: Routers, switches, IP cams, lights, switches, sensors, thermostats, shutter control, weather stations, and security systems, design and app personalization, software configuration for domotic and inmotoc control.

**IP Server Grupo Tecnológico, Gijón, Asturias Spain 2016**

Network and Systems Administrator 3 Months Special Training

**Comercial Networks, Gijón, Spain (2002 - 2014)****Web Designer, IT Systems, Network Administrator, Broadcaster**

For the past 12 years I've worked as an entrepreneur, working for third party companies, or subcontract doing various types of duties such as:

**Webmaster**

- Web Design and Maintenance
- Domain Registration, ecommerce, W3C Validation
- Hosting and management of 200+ websites and domains
- Software and systems administration, datacentre, processing of daily backups
- Web promotion, Ranking web campaigns, social networks administration, Graphic design and printing.

## **Network Administrator**

- Network and Hardware Installations, configurations, and troubleshooting of PCs, routers, switches, printers, IP cams, WIFI, Mobile devices, ACL, firewalls
- Use of protocols LAN/WAN: EIGRP, RIP, DHCP, OSPF, NAT, FTP, DNS, SMTP, TCP, Frame relay, VPN, VMware, IPv6
- Computer maintenance, software and hardware upgrades
- Cabling installations, UTP, Coaxial, and Optical Fibre, cabling and labelling.

## **Energia Stereo 106.7FM / Comercial Networks (2008- 2011)**

### **Director, Producer, and Radio Broadcaster**

- Production, recordings and edition of hundreds of jingles, announcements and commercials
- Operations Control, programs, events, marketing, sales, customer service.
- Installation, configuration and maintenance of all network system, text messaging, broadcast units, and all PC hardware equipment
- Radio FM and Radio/ Video and Internet Broadcast /Streaming

## **IT Support Help Desk - GE Capital, Minnesota USA (1999-2001)**

- IT Support Helpdesk onsite premises for more than 500+ employees
- Telephony Faults, Computer Breakdown, Software Installations.
- User Accounts password recovery/changes, computer installations, control of hardware, Inventory control and documentation.
- New employees setup, Open/close new accounts, Printing management, Network Installations, Router, Modems, Printers, stations, telephones,
- Contacting vendors for miscellaneous computer, servers, printers parts, and warranty issues

## **COMPUTER TECHNICAL EXPERIENCE**

### **Office and Design Software**

**Adobe CS6:** Flash, Dreamweaver, Fireworks, Illustrator, Photoshop, Audition, Acrobat, Premiere, InDesign, Bridge and Encore.

**Microsoft:** Azure, Excel, Word, Outlook, Access, PowerPoint, FrontPage, Publisher, OneNote.

**Google** AdSense, AdWords, Chrome, GoogleMaps, Hangouts, Calendar, Drive, Gmail, Youtube, and Google Platform, Google Analytics.

## Other Software and Applications

- **Web:** PHP, HTML5, MySQL, Apache, CSS3, W3C, e107, Joomla, WordPress, Mambo and PrestaShop.
- **Studio:** Pinnacle Video Studio, Power Director, Corel Draw.
- **Servers:** WHMS, Cpanel, Linux, WS 2012 R2, 2016 R2 AD, NAS
- **Virtualization:** VMWare, VirtualBox, VNC
- **Design:** Barcode Software Design and QR, Planner 5D.
- **Accounting:** FACTS, Avalon; QuickBooks.
- **Social Networks:** Facebook, Google+ WhatsApp, Twitter, LinkedIn, Instagram, Pinterest, Skype, MSN, Yahoo Community, DropBox.
- **Streaming/Broadcasting:** XSplit, OBS, Winamp.
- **Network:** GNS3, Cisco Packet Tracer, Wireshark, Putty, TFTP, Filezilla.
- **Domotic:** KNX ETS5, SIDE Ingenium, OpenHab, NetxAutomation

## Operating Systems Knowledge

- Windows Vista, Windows 7, Windows 8.1, 10
- MAC, IOS
- Linux, Ubuntu, Rasperry
- Android

## EDUCATION

### **EH Academy**

- Computer Forensics Investigations – May 2021
- The Complete Ethical Hacking Certification – Oct 2020
- CCNA Switching and Routing Wireless and Security – Sep 2019

### **Google Activate – European Union**

- Digital Transformation – Mar 2020

### **Google Actívate & Universidad Complutense de Madrid**

- Apps Móvil Development

### **Amazon Web Services**

- AWS Cloud Practitioner Essentials (Digital)

### **Fundación Laboral de la Construcción del Principado de Asturias Spain**

- Project Development of domotic/Inmotic systems ELEM0111  
(Systems KNX, Busing, DALI, ZWave) - Ago 2018

### **Inadeco, Gijón Asturias Spain**

- Managing and implementation of IT Elements and domotic and Inmotic Systems, Access Control and Security - IFCT0409 – Nov 2018

## Academia Lugones, Asturias Spain

- CCNA Cisco Certified Network Administrator.

## Inadeco, Gijón Asturias Spain - 2012

- Microsoft Certified Associate Specialist.
- Linux Professional 1.
- CCNA Cisco Certified Network Administrator.

## IFES, Gijón, Asturias Spain

- Web Design and Multimedia Certified - Jul 2011

## Techskills-Minneapolis, Edina, MN USA - USA

- Network+ 1998
- CompTIA+ 1998

## University of St. Thomas, St Paul, MN, USA 1995

- Total Quality Management Certified
- Problem Solving Business Certified
- Formal Business System Management Certified
- Semiconductor Industry 1, 2, 3 Certified
- ISO 9000, ISO 9001 Certified
- MRP, MRB, MRP2, Class "A" MRP2 Certified

## Allan Hancock College, Santa Maria, CA USA 1991 - 1994

- Computer Science Bachelor's Degree
- Data Base Management

