



FRANKLIN A. NANCLARES

Information & Telecommunications Technology Engineer

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[nanclaresfranklin](#)



RESUME PROFILE

Information & Telecommunications Technology Engineer Professional, with more than 20 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, Network Security, WMware... Please refer to [my website](#) to see other accreditations

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

EXPERIENCE

ZTE Managed Services Southern Europe, Spain. Present

IT Administrator - Gijón and Coruña

Managed technical support for more than 100 Active Directory users, of Gijón & Coruña. Including 3 Levels of operations departments:

1. Level 1: Front Office (TACm, Surveillance, & NOC)
2. Level 2: TACe Business Priority
3. Level 3: Back Office Engineers 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 10-11 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 (MasMovil, Euskaltel, Orange, R Galicia, Telecable)
- Domain Migrations

- Software + Web for more than 300 production applications

Communication applications and client support technologies

MasMovil Euskaltel Software Technologies

EKTNet, Pega, Odigo, Netnumen, SAP

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, Teams, Skype, Zoom 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 and systems Backups
- 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)

Telecommunications Systems

- PBX Telephone System
- Odigo VoIP Telephone

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

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.

Energía 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, 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.SAP
- **Social Networks:** Facebook, Google+ WhatsApp, Twitter, LinkedIn, Instagram, Pinterest, Skype, MSN, Yahoo Community, GoogleMeet
- **Streaming/Broadcasting:** XSplit, OBS, Winamp.YouTube

- **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, 10-11
- MAC, IOS
- Linux, Ubuntu, Rasperry
- Android

EDUCATION

Cualtis

- Pantallas de visualización de datos formación transversal para la integración protección de riesgos laborales. - May 2022

Dicampus

- Managing Cisco Network Security - Abr 2022

Udemy

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 Actívale & 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 & 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

