

VIOGIL VÁSQUEZ HERNÁNDEZ

COMPUTER NETWORK TECHNICIAN

CONTACT

(667) 274-7811 **phone**
viogil@hotmail.com **email**
Ellicott City, MD 21043 **address**
Dominican **nationality**

PROFESSIONAL SUMMARY

Dynamic Computer Network Technician with extensive experience at Ministry Of Interior y Police of Dominican Republic, excelling in network troubleshooting and infrastructure maintenance. Proven ability to implement secure VPNs and manage Active Directory services, while fostering teamwork and collaboration. Committed to enhancing IT systems and delivering exceptional technical support to end-users.

EDUCATION

July 2021

Certification in Network and Communications Management
Cisco NetAcad

June 2006

High School Diploma
Instituto Politecnico Cardenal Sancha, Dominican Republic

Completed coursework towards Microsoft Windows Server 2012 - 2019

Completed coursework towards VoIP Elastic and Issabel

EXPERIENCE

May 2025 - November 2025

Delivery Driver

Invictus Logistics,
Nort Carolina

- Managed daily delivery routes with up to 150+ stops, ensuring on-time and accurate deliveries in high-demand environments.
- Utilized handheld devices and routing software to optimize delivery efficiency and track real-time performance.
- Maintained high standards of customer service, resolving delivery issues and ensuring customer satisfaction.
- Followed strict safety protocols and company procedures while operating delivery vehicles.
- Demonstrated strong time management and organizational skills in fast-paced conditions.
- Collaborated with dispatch teams to adjust routes and improve delivery efficiency.

July 2018 - January 2025

Computer Network Technician

Ministry of Interior and Police Dominican Republic,
Santo Domingo

- Configured routers, switches and firewalls in accordance with customer requirements.
- Managed Active Directory services including user accounts management, group policies implementation, and domain controller administration.
- Spearheaded the implementation of virtual private networks (VPNs) for secure remote access across multiple locations (Fortigate and Watchguard).
- Performed regular maintenance tasks such as patching cables, cleaning connectors and updating firmware versions.
- Developed detailed documentation for network configurations, changes and troubleshooting procedures.

- Participated in design meetings to discuss new projects or suggest improvements to existing infrastructure.
- Configuration and maintenance VoIP Asterisk (Elastic and Issabel).
- Configuration of Microsoft Office 365 accounts; Email distribution list group management; License assignment.
- Provided technical support to end-users regarding network connectivity, VPN access, email.

June 2007 - July 2018

IT Technical Support

Ministry of Interior and Police Dominican Republic, Santo Domingo

- Troubleshoot minor problems and reported technical issues.
- Deployment of computers.
- Creation of operating system images and Backup.
- Maintenance of desktop and laptop devices.
- Configuration of IP phones.
- Preventive maintenance of operating systems, including periodic updates and inventory of software and hardware.
- Case management with helpdesk systems (ServiceDesk Manage Engine, Zoho, Others).
- Configuration of corporate VPN connections for Co-Workers.

LANGUAGES

- **Spanish**
Native
- **English**
Intermediate (currently improving)

SKILLS

- Network troubleshooting
- Firewall management
- Network monitoring
- TCP/IP protocols
- Technical support
- System installation
- Infrastructure maintenance
- Problem solving
- Software installation
- Hardware installation
- Wireless networking
- Network configuration

- VPN configuration
- System administration
- VoIP systems
- IP addressing
- Switch configuration
- Virtualization technologies
- Network documentation
- Operating systems
- Ticket management
- Firewall administration
- Server administration
- Cable termination
- Cabling infrastructure
- Network installation
- Teamwork and collaboration
- IT infrastructure
- System upgrades

REFERENCES

Kendra J Pressley

People Manager

Invictus Logistics LLC

Phone: (984) 888-7996

Email: staffing@invictuslog.com

Jose Rodriguez

Phone: (703) 520-3606