



Francisco Espinosa Altamirano

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PROFILE:

IT professional with 11 years of experience providing technical support and managing IT infrastructure in financial and manufacturing environments. Strong background in network administration, help desk operations, and system administration. Bilingual in English and Spanish, with strong problem-solving skills and a proven commitment to delivering reliable IT solutions that support business continuity and organizational growth.

PROFESSIONAL EXPERIENCE:

Nelson Global Products
IT Analyst / Help Desk | 06/2021 – 09/2025
Garcia, NL

- * Provided Help Desk support via phone and ticketing systems for global users.
- * Delivered corrective and preventive remote and on-site technical support (including occasional travel to the U.S.) for desktops, laptops, printers, label printers, and plotters.
- * Managed technical support tickets using Jitbit Help Desk and ServiceDesk Plus.
- * Maintained desktop and laptop inventory using Desktop Central.
- * Troubleshoot basic network issues, including UTP cable creation, VLAN assignment, and Ethernet port status.
- * Utilized remote support tools such as LogMeIn, Desktop Central, and VNC.
- * Administered Microsoft 365 accounts, including license assignment (E5, F3), mailbox conversions to shared mailboxes, and creation of groups and distribution lists.
- * Managed Active Directory and Azure AD, including user and computer administration, basic Intune management, and device enrollment using Autopilot.
- * Administered Malwarebytes Nebula, including detections, threat scans, and remediation.
- * Supported and installed engineering software such as AutoCAD, Autodesk Vault (Office/Pro), Autodesk Inventor, and SolidWorks.
- * Administered ERP systems (Epicor, SAP, SAP HANA), including user creation, password resets, and account enablement/disablement.

DolEx Dollar Express, Inc.
Network / Infrastructure Administrator | 11/2016 – 06/2021
Monterrey, NL

- * Administered and supported Juniper network equipment (SSG firewalls, EX-4200 switches).
- * Managed Cisco infrastructure, including C9300 switches, FPR 2110 firewalls, and ISR 4300 routers.
- * Monitored network performance using PRTG.
- * Configured and supported internet links, and monitored/troubleshoot MPLS and VPN connections.
- * Managed McAfee ePO Security, including Drive Encryption, Data Loss Prevention (USB control), antivirus, and web filtering.
- * Administered on-premises Active Directory and Azure Active Directory.
- * Managed Microsoft 365 Admin Centers (Compliance, Azure AD, Exchange, SharePoint, and Teams).
- * Provided Mobile Device Management (MDM) using IBM MaaS360.
- * Performed on-site and remote hardware/software configuration and support.
- * Supported basic AWS services, including EC2 and WorkSpaces.
- * Handled computer equipment procurement and performed file backup and restore operations.
- * Generated monthly reports on Active Directory accounts, domain administrators, email activity, and security threat events.

DoIEx Dollar Express, Inc.
Help Desk Technician | 11/2014 – 11/2016
Monterrey, NL

- * Provided Help Desk phone and ticket-based support.
- * Delivered remote hardware and software support to U.S. branch offices, including printers, desktops, scanners, NAS devices, Cradlepoint wireless routers, and IP cameras.
- * Managed user account unlocks in on-premises Active Directory.
- * Created and resolved tickets using the Track-It! system.
- * Administered Cradlepoint ECM, including device management and usage/status reporting.
- * Coordinated with ISPs to troubleshoot and resolve internet connectivity issues.

EDUCATION:

Interconnecting Cisco Network Devices 2016 – 2017
Netec Center, Mty, N.L.

Nuevo Leon University 2006 - 2012
FIME, Systems Administrator Engineer

CERTIFICATIONS AND COURSES:

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| - Microsoft Azure Fundamentals Certified | IMNRC, Cultural Relations Institute |
| - Cisco CCNA Certified | IMNRC, Cultural Relations Institute |
| - Cisco CCNA ICND1-ICND2 | Nuevo Leon University |
| - Cisco CCNA Routing & Switching (ICND1-ICND2) | Netec Center, Udemy Business |
| - Cisco ASA firewall basics | Udemy Business |
| - Azure Fundamentals | Udemy Business |
| - Linux Administration | Udemy Business |
| HTML5, CSS3, JavaScript Fundamentals | Pluralsight |

LANGUAGES:

Spanish, native
English, 80%