

## **Humberto J. Toval Concepción** **Information Technology Technician**

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### **Summary**

IT technician with extensive customer service experience, CompTIA A+ certified, skilled in diagnosing/resolving hardware, software and network connectivity issues. Trained in Active Directory and Office 365 management. Committed to exceptional customer service and solving problems quickly. Strong communication ability, empathy and works well under pressure.

### **Work Experience:**

#### **Scientia PR, San Juan, PR** **Information Technology Technician**

June 2023 to April 2024

- Diagnosed, installed, and repaired networked computers, laser printers, IP phones, and peripherals for the medical billing department at the Trauma and UDH Hospitals of the Medical Center in Rio Piedras.
- Conducted site surveys, installed Category 6 cabling, RJ-45 connections, gigabit switches, and resolved Ethernet and wireless connectivity issues.
- Installed and troubleshooted office and medical records software and Windows operating systems.
- Documented all completed tasks on SharePoint and maintained an accurate inventory of spare parts.
- Provided recommendations for equipment upgrades, IT services, general improvements, and coordinated the procurement of spare parts, consumables, and software licenses.
- Assisted users in accessing local computers, virtual workstations, and services using VMware and VPN connections, guided them on the use of Windows 11 Pro/Enterprise, Office 365, and electronic medical billing software.

#### **100x35 Fitness, Carolina, PR** **Fitness Trainer/Owner**

May 2006 to December 2023

- Designed personalized physical fitness and wellness programs that obtains excellent results for both in-person and remote clients using the Trainerize mobile application platform and Google Workspace.
- Created the WWW.100x35fitness.com blog and sales website using the WordPress platform, also used social media to create promotions and generate sales, resulting in an average of \$12,000 in annual revenue.
- Coordinates appointments, follow-up with clients in a timely manner and maintains constant communication to keep them motivated and ensure their satisfaction, resulting in many positive reviews.

**US Army Reserve, Juana Díaz, PR**  
**Sergeant/Wheel Vehicle Repairer**

October 1993 to March 2006

- Completed repairs and installed armor upgrades. Performed preventive maintenance and technical inspections on different types of military vehicles in Army bases ensuring their proper functionality and mission readiness.
- Maintained accurate service records using Microsoft Office applications and submitted timely status reports to superior officers on a regular basis. Supervised the tasks and duties of lower-ranked soldiers, conducted training, and ensured their needs were satisfied to maintain mission readiness.
- Volunteered to design and administer a local area network for 20 workstations that distributed a satellite Internet connection through Wi-Fi and Ethernet during a one year deployment in Kuwait. This network improved morale, helped soldiers stay in contact with their families and saved thousands of dollars in phone fees.

## **Education**

**PR Institute of Technology**

67 credits toward an Associate Degree in Business Administration, May, 2010

**PR Institute of Technology**

Associate Degree in Electronic Engineering Technology, May, 1997

**US Army Ordnance School**

Wheel Vehicle Repairer course, April 1994

**Dr. Jose M. Lázaro High School**

High School Diploma, May, 1991

## **Certifications**

A+ Certification (Cores 220-1101 & 220-1102), CompTIA, April 2023

## **Training**

- Computer repair from zero, Udemy
- CompTIA Network+, Udemy
- Management of Active Directory users, groups, workstations and policies, Udemy/IT Home Lab
- Windows 10 Pro administration, IT Home Lab
- Basic Network Administration using Windows Server 2019, IT Home Lab
- VMware virtualization, IT Home Lab
- Office 365 administration, Udemy/IT Home Lab

## **Skills**

- Fully bilingual in English and Spanish
- Microsoft Office 365 and Active Directory administration
- Organizational skills
- Team player
- Fast learner
- Mobile Application installation and troubleshooting
- Video conferencing software such as MS Teams and Zoom
- FCC licensed ham radio and GMRS communications Operator