

# FRANCISCO AGUIRRE JR

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## PROFILE SUMMARY

I am astute, exceptionally dedicated, and a highly accomplished IT professional with commendable hands-on leadership experience in telecommunication, and project management across the IT industry with experience in guiding teams throughout the project life cycle, applying advanced communication, training, and mentoring skills.

I have proven effectiveness to concurrently prioritise and assume management, administrative, and technical tasks. I am also a friendly and courteous individual who has exceptional communication skills and the ability to network with others. Commitment to quality and excellence is my goal.

## PROFESSIONAL SKILLS

I have great analytical, problem-solving, and troubleshooting ability.

- Ability to estimate and create project proposals, produce and deliver visual presentations, and be able to lead meetings.
- Ability to provide direction and analyze results vs. initial expectations as well as being able to lead Root Cause analysis and related investigations.
- Ability to analyze and troubleshoot complex wireless, voice, and fiber optic network equipment and understand how these systems interconnect.
- Experienced in handling a complex communication network and skilled in installing and repairing IP camera and wireless systems.
- Exceptional knowledge of designing, installing, and troubleshooting structured cabling and wiring systems.
- Good knowledge of the installation, implementation, and maintenance of telecommunications equipment.
- Committed to professional development, willing and able to complete special training as required.
- Consistently recognized for technical troubleshooting skills used to rapidly and cost-effectively resolve challenging technical issues.
- Outstanding leadership abilities; able to coordinate and direct all phases of project-based efforts while managing, motivating, and leading project team initiatives.
- Customer-oriented, known for skillfully identifying and resolving problems by developing customized solutions to the needs of each user.
- Strong motivator/team player with effective and excellent planning, organizational, and negotiation strengths as well as the ability to lead, reach consensus, establish goals, and attain results.

## PROFESSIONAL EXPERIENCE

### Communications Technician

| Feb 2016 - Present |

#### Frontier Communications- Weslaco, TX

- I assist the sales team in customer acquisition and pre-sale site visits, assist in the training of new customers.
- Install and maintain Mitel Voice over IP, Digital phone systems, IP camera, and wireless systems.
- Provide project management of each installed and also provide project management over structured cabling and network hardware installs.
- Perform pre-installation meetings with clients to gather the database information and explain the process that is going to happen when the installation begins.
- Troubleshoot all sorts of telephony and networking issues and use all resources available to get them resolved as soon as possible.
- I am trained and experienced in mechanical and fusion splicing of fiber optics, along with various forms of fiber optic terminations and testing methods including testing fiber links with Fluke Fiber testers and EXFO OTDR.

Self Employed

| Apr 2014 - Feb 2016 |

## CORE COMPETENCIES

Customer Service  
Telecommunication Administration  
Installation & Maintenance  
Leadership and Mentorship  
Technical Support  
Technical Inventory  
Crisis Management  
Project Management and Completion  
Cisco Networking  
HTML/CSS  
C# / JavaScript  
Front End / Web-Development  
Equipment installing / testing/turn-up  
Linux OS  
Troubleshooting / repairing problems  
Migrations without outages  
Utilizing methods of procedure  
Time Management  
Technical Support and Troubleshooting  
Rapid Conflict Resolution  
General Management

## Trinity DataCom

- I provided structured cabling solutions for various private and government agencies including, installation and repair of fiber optic cabling/splicing, data cabling, wireless access point installation, coax cabling, and security cameras.
- Troubleshoot problem areas according to best practices and technical order guidance
- Installed cabling for commercial PBX systems and added new phones to systems.

## Project Manager

| May 2003 - Mar 2014 |

### Insight McAllen, TX.

- I served as liaison between client and Insight team members.
- Monitored and mentored team member performance, including the reinforcement of Insight corporate initiatives.
- Maintained and upheld program and client processes and procedures, maintained and set client expectations.
- Provided various monthly, ad hoc, and financial forecast reporting.
- Held proper knowledge to handle technical issues escalated by team members.
- Maintained customer satisfaction, gathered and compiled project data and creating customer deliverable.
- Tracked project expenses and ensured contract/program goals are met by the team.
- Estimated project costs, created a scope of work, and produced a bill of materials.
- Provided contractors with the scope of work and set expectations on project deliverables.
- Inspected job sites for quality control during and at the end of a project.
- Managed large structured cabling projects, which included Cat 5e, 6, Coax, Fiber Optic Cabling and Network Equipment (CPE).
- Fiber optic fusion and mechanical splicing.
- Installed and configured Cisco Switches, Access Points, Cameras, and IP phone deployments and various customer premise equipment.

## OTHER RELEVANT PROFESSIONAL EXPERIENCES

### Lead Technician

| Jan 2000 - Dec 2002 |

#### Netversant Solutions Weslaco, TX

### Computer Technician

| May 1999 - Jan 2000 |

#### Small Business Computer Service Harlingen, TX

### Computer Technician

| Aug 1998 - Nov 1998 |

#### Computer Mind Weslaco, TX

### Computer/Network technician/internship

| Mar 1998 - Aug 1998 |

#### San Benito Ind. School District San Benito, TX

## EDUCATION AND PROFESSIONAL DEVELOPMENT

- South Texas College - Weslaco, TX | 2017 – 2020 |
  - Bachelors of Applied Technology Degree
  - Computer and Information Technologies
- Texas State Technical College - Harlingen, TX | 1996 – 1999 |
  - Associates of Applied Science Degree
  - Network Information Management Technologies
- CFOT - Certified Fiber Optic Technician – The Fiber Optic Association
- CFOS/OSP – Certified Fiber Optic Specialist – OSP
- Adtran Technical Solutions Associate/ Internetworking
- Adtran Technical Solutions Associate/ IP Business Gateways
- Attended Cisco Aironet Wireless LAN fundamentals, Site Survey, Wireless Security, and Advanced Bridging trainings
- CWNA Certified Wireless Network Administrator (expired)
- IPVM IP Camera Certification(expired)
- Working on Cisco CCENT certification
- Working on AWS Cloud practitioner certification
- Taking courses at Udemy.com on Front End Web Development, Amazon Web Services, and Python Programming.

Organization

Teamwork

Team Development

Operational Efficiency

## PERSONAL SKILLS

Pro-active

Excellent Communicator

Self-Discipline

Active Listening

Positive Language

Managing Objections

Adaptability

Stress Tolerance

Team Player

Negotiation Skills

Strong work ethic.

Positive attitude.