

# JOSÉ MANUEL BUENDIA RODRIGUEZ

Computer Systems Engineer | IT Support

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## ABOUT ME

A computer systems engineer with 5 years of experience in IT Support, specializing in technical support, corporate processes, and ERP systems. I have skills in SQL and finance, and a strong passion for provide an excellent service. I am looking to grow in the support area, aspiring to leadership roles such as coordinator or manager, while continuously learning and improving my technical and communication skills.

TECHNICAL SKILLS			SOFT SKILLS	
SQL	Oracle NetSuite	ITIL 4	Problem solving	Troubleshooting
Linux	Tickets System	Git/GitHub	Customer Service & satisfaction	Empathy
Windows	ChatGPT	Office	Communication	Teamwork
			Attention to detail	Critical Thinking

**LANGUAGES** • Spanish - Native • English - B2

## WORK EXPERIENCE

**IMR Software**

**ERP Functional Analyst**

**December 2024 - Present**

Performed functional system tests following established manuals and procedures, ensuring users received necessary support throughout each stage. Reviewed and executed data upload processes for new systems, guaranteeing accurate and efficient data migration. Documented functional requirements and generated report, alerts, and system updates to optimize Oracle NetSuite operations. Actively supported users during joint testing phases, addressing real-time inquiries and providing hands-on guidance

Accomplishments:

- Enhancement of Delivery Templates for Completed Test: Streamline and standardize templates to ensure clarity and consistency in test result reporting.
- Optimization of Task Reception and Execution Processes: Refine workflows to enhance efficiency in task assignment and completion.
- Enhance Utilization of Tools for Test Documentation: Maximize the effectiveness of existing tools for documenting test cases, results, and processes.

**IBM**

**Analyzer Engineer**

**August 2024 - December 2024**

As a Analyzer Engineer at IBM, I monitor and manage server operations using specialized software that oversees the execution of various test processes. My role involves staying alert to any issues or failures that arise during testing, and I am responsible for troubleshooting and resolving these problems promptly. I follow detailed instructions provided by the monitoring system to execute corrective actions, ensuring smooth and continuous test operations. My focus is on maintaining system stability and minimizing any potential disruptions by swiftly addressing alerts and ensuring compliance with IBM's high-quality standards.

Accomplishments:

- Achieved a 99% succes rate in resolving test-related server issues, minimizing delays and ensuring the continuity of testing operations.
- Improved response times for gandling system alerts and failures by 20% through proactive monitoring and efficient trobleshooting.
- Contributed to a 15% reduction in downtime by implementing optimized troubleshooting practices within the test monitoring system..

**Surtimedik**  
**Oracle NetSuite ERP Analyst**

**June 2024 - August 2024**

Exhibited strong expertise in Oracle NetSuite ERP administration by managing critical system operations, including user access control, inventory item creation, and workflow validation. Successfully ensured the seamless functionality of the NetSuite platform by proactively monitoring system performance and addressing issues promptly. Played a key role in supporting business processes and system updates, contributing to the efficient operation of enterprise resources.

**Accomplishments:**

- Manage user access permissions, ensuring appropriate levels of access based on roles and responsibilities.
- Oversee inventory management by creating and maintaining item records within the NetSuite system.
- Validate and optimize workflow processes, ensuring efficient and accurate system operations.
- Continuously monitor and troubleshoot the NetSuite environment to ensure seamless functionality and address any issues promptly.
- Collaborate with cross-functional teams to implement system updates and support ongoing business needs.

**Exodus Apymasa**  
**ERP L1 & L2 Support**

**July 2022 - June 2024**

Leveraged deep expertise in SQL and corporate processes to provide specialized ERP support, particularly in finance, resolving complex financial issues with developer collaboration. Played a crucial role in ensuring smooth ERP operations and optimizing financial workflows, contributing to enhanced business efficiency.

**Accomplishments:**

- Provided expert-level support for ERP systems, focusing on finance-related processes.
- Resolved complex financial issues by collaborating with developers to implement effective solutions.
- Utilized SQL to manage, analyze, and report on critical business data.
- Supported end-users by troubleshooting system issues and providing tailored solutions.

**Compulaps**  
**Computer Technician**

**February 2020 - March 2022**

Demonstrated technical proficiency by diagnosing and resolving computer hardware and software issues, ensuring optimal system performance for client. Played a pivotal role in independent projects, including successful server and camera installations, enhancing client infrastructure.

**Accomplishments:**

- Diagnosed and repaired a wide range of computer hardware and software issues.
- Performed successful solo server installation, ensuring stable and secure network operations.
- Installed and configured camera systems, providing enhanced security solutions for clients.
- Provided technical support to clients, ensuring high levels of customer satisfaction.
- Maintained up-to-date knowledge of industry trends and best practices to deliver top-tier service.

**Jabil Circuit**  
**Production Operator**

**January 2018 - December 2018**

Operated within a high-demand production environment, consistently meeting performance targets during night shifts while completing high school. Gained valuable experience in industrial processes, contributing to the efficient production of quality goods.

**Accomplishments:**

- Operated and maintained machinery to ensure continuous production flow.
- Adhered to strict quality control standards to meet production targets.
- Collaborated with team members to optimize workflow and improve efficiency.
- Managed time effectively, balancing demanding work schedule with academic commitments.

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## EDUCATION

### Tecnológico de Jalisco 2019 - 2024

Bachelor's Degree in Computer Systems Engineering

### CBTIS #246 | 2016 - 2019

Technical Degree in Programming

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## CERTIFICATIONS

### CertiProf

Certified Ethical Hacker Associate - ID: LAqEAgGktr

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## COURSES

### Udemy

AZ-900: Microsoft Azure Fundamentals - 8 hours | Scott Duffy

Total: CompTIA A+ core 1 (220-1101) - 15.5 hours | Total Seminars

The Complete ServiceNow System Administrator Course - 11 hours | Mark Miller

IT Service Management with ITIL 4 Foundation Course - 7.5 hours | Samir Faraj

Ultimate Git - 5 hours | Nicolas Schurmann

ChatGPT Complete ChatGPT Course For Work - 5 hours | Steve Ballinger

Learn NetSuite Complete Ultimate Guide - 4.5 hours | Lyad Alghamdi

### Microsoft

Cybersecurity at Work - 8 hours

### Fortinet

NSE 1, 2 & 3 - 6 hours

### EDUSMART

Course in Administrative Informatics - 72 hours

### MyLearn - Oracle

NetSuite: Financial Management - 6 hours

ERP: Fundamentals - 10 hours

Electronic Bank Payments Essentials - 1 hour

SuiteFlow: Workflow Fundamentals - 6 hour

SuiteAnalytics: Financial Report and Saved Searches - 7 hours

NetSuite: Fundamentals Administrator - 6 hours

Harness the Power of NetSuite's Dashboards - 3 hours

Using Customer Relationship Management - 3 hours

Financials First Solution for Delivery - 1 hour

Business Review - 1 hour

NetSuite Business Track for SDN Partners - 2 hours

Financials First - Preparation for implementation - 37 hours

Getting Started with MRP - 5 hours