

Jose Hurtado

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Obsessed Network Enthusiast with an impressive GNS3 home lab in Microsoft Azure. Current Solutions Specialist with 8+ years of experience providing unforgettable experiences to clients while maintaining a passion to learning Networking technologies. Plagued with the overwhelming urge to tinker, figure things out, and build enterprise-level infrastructure.

Networking Experience

GNS3 & PACKET TRACER NETWORKING LABS

- Deployed GNS3, a network emulator, in Microsoft Azure.
- Built Cisco networking topologies emulating enterprise networks in preparation for the CCNA.
- Automated network changes and deployments using Python scripts and netmiko.

HOME LAB - OPENSTACK BETA MICROSTACK

- Repurposed old hardware to create a home server.
- Ubuntu 22.04 LTS using KVM hypervisor and Microstack.
- Using the VM instances to run Minecraft servers.

Certifications

CCNA Cisco Certified Network Associate

GOOGLE IT Support Specialist

RHCSA Red Hat Certified System Administrator (Estimated Nov. 2022)

Professional Experience

VERIZON

Solutions Specialist, December 2019–present

- Educated customers on product features and technical details to highlight benefits.
- Stayed up to date on all company products and services to support current company objectives.
- Work as a technical leader to provide support to my peers and customers during troubleshooting.
- Followed-up with customer after sales to identify and resolve service, account or technical issues to maintain customer satisfaction.
- Monitored daily performance of sales team and implemented improved methods to close gaps.
- Adapted to a new temporary role of Work From Home Customer Service during the Covid-19 quarantine and maintained 100% scores on Customer Satisfaction Surveys.

COMCAST

Lead Consultant, March 2017–December 2019

- Leading a sales team to hit our daily and monthly objectives by coordinating and collaborating with the team to meet our common goals.
- Run day to day operations such as opening and closing the store, paperwork, cash handling, etc...
- Handle customer escalations in a professional and timely manner to meet escalation timelines.
- Completed manager duties such as scheduling, observations, monthly audits, running meetings, hiring and training.

SPRINT

Lead Sales/Technical Manager, October 2014–March 2017

- Leading a sales and technical support team to succeed in attaining sales goals and repair quotas.
- Run day to day operations such as opening and closing, paperwork, cash handling, paperwork needed for compliance, etc...
- Completed advanced device repairs and troubleshooting technical issues. Execute daily meetings with employees to improve sales and operations.
- Chosen by Samsung and LG to promote their products and services to clients by maintaining high level knowledge of their products.

Education

WESTERN GOVERNERS UNIVERSITY, UT

BS Network Engineering and Security, Estimated Fall 2023