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 infrastructures.

Networking Experience

GNS3 & PACKET TRACER NETWORKING LABS

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

Certifications

CCNA   Cisco Certified Network Associate
GOOGLE   IT Support Specialist
DEVNET   Cisco Certified Devnet Associate (Estimated Dec. 2022)

Professional Experience

VERIZON   December 2019–present
Solutions Specialist

- Educated customers on product features and technical details to highlight key benefits.
- Provide specialized solutions to clients based on clients needs and challenges.
- Work as a technical leader to provide support to my peers and clients during troubleshooting.
- Followed-up with customer after sales to identify and resolve service, account/technical issues to maintain a high level of customer satisfaction.
- Remain current on emerging technologies, services and products.

COMCAST   March 2017–December 2019
Lead Consultant

- Leading a sales team to hit daily and monthly objectives by coordinating and collaborating with the sales team to meet our common goals.
- Monitored daily performance of sales team and implemented improved methods to close gaps.
- Handle customer escalations in a professional and timely manner to meet escalation timelines.

SPRINT   October 2014–March 2017
Lead Sales/Technical Manager

- Leading a sales and technical support team to succeed in attaining sales goals and repair quotas.
- Completed advanced device repairs and troubleshooting technical issues.
- 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 2022