

CONNOR AGUILERA

IT SUPPORT PROFESSIONAL

Connoraguilera.com | connoraguilera@gmail.com | 714.386.8070 | Newport Beach, CA

Work Experience

Alteryx

Senior Executive Support Technician | May 2022 - Present

- Founded and led the Executive Support function, streamlining IT support operations for global C-Suite executives, SVPs, VPs, administrative assistants, and legal teams.
- Provided white-glove technical support for critical live events such as earnings calls, investor briefings, global meetings, and board meetings.
- Managed MS Exchange administration and provided technical support for both Mac and Windows hardware and software.
- Supported conference room AV solutions (Crestron, Zoom, Teams), including managing builds for new and existing office conference systems.
- Implemented and supported JAMF for Mac and Windows management systems.
- Increased my team's overall NPS by 20% through improved support processes and team coordination.
- Achieved a 100% Net Promoter Score (NPS) during tenure, leading the IT team in customer satisfaction.
- Developed Standard Operating Procedures (SOPs) for over a dozen event types across eight global offices, ensuring consistent and efficient IT support.
- Developed and executed a comprehensive onboarding SOP for C-Suite Executives, SVP's and VP's, facilitating seamless transitions for both external hires and internal promotions.

Invoy

Lead Device Specialist/ Client Feedback Expert | Sep 2020 – May 2022

- Led the Technical Support and Client Feedback portion of the Client Experience team, ensuring all reported application and device issues were documented, investigated, and resolved within SLA deadlines.
- Gathered and synthesized client feedback into actionable tickets for feature requests, bug fixes, and general improvements, resulting in direct changes to the platform.
- Founded this role, defining job scope, metrics, SLA goals, and Standard Operating Procedures, which enabled support for over three times the number of clients.
- Hosted User Studies to collect critical clinical research data for new acetone detection chemistry batches and collaborated with software and hardware development teams to prioritize features based on user feedback and common issues.
- Developed client outreach strategies to understand client preferences and expectations, working with clients to troubleshoot, triage, and permanently fix bugs, glitches, and hardware malfunctions in the Invoy app and device.

For my full work history and a more in-depth look at my skillset, please visit connoraguilera.com

- Acted as a liaison with software and hardware teams to investigate and resolve client-reported bugs and problems, presenting feature requests for the Invoys app and proprietary portals based on client feedback.
- Collaborated with the graphic and UX teams to produce clear, concise, and engaging instructional videos for clients.

Uber's Advanced Technology Group

IT Support Technician | Sep 2019 – Sep 2020

- Provided first-class, in-person, troubleshooting for the employees in the Uber ATG Pier 70 office Administered remote troubleshooting for employees located in Uber ATG Pittsburgh offices.
- Worked in Jira to address all tickets submitted to the IT queue.
- Managed computer assets through their entire lifecycle by tracking their location, owners, and work to retain sensitive information that they may contain.
- Troubleshot hardware and software of MacOS, Windows, and Linux computers.
- Built desktop towers requested by Engineers and Developers to process large amounts of data Imaged, provisioned, and deployed Mac, Windows, and Linux computers.
- Provided network troubleshooting and triaging of the internal network.
- Responded to all AV requests for community events or conference room issues.
- Worked in Active Directory to guarantee the correct permissions group and status of employees.

Apple

Technical Expert | Nov 2018 – Sep 2019

- Provided prompt and effective hands-on technical support for iOS and MacOS devices, consistently resolving customer issues.
- Diagnosed complex software and hardware problems with passion and empathy.
- Managed multiple customers and issues simultaneously to streamline the assistance experience.
- Performed physical repairs on iOS devices, including replacing displays, batteries, speakers, and vibration motors.
- Trained new hires to effectively triage and assist customers.

Education

Bachelor of Science: Computer Science | 2014 - 2018

Certifications

- *Apple Certified iOS Repair Technician*
- *Apple Device Support Certification*
- *JAMF Certified Associate*
- *Google UX Design Professional Certificate*