

Hector Enriquez Orellana

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WORK EXPERIENCE

Colon y Recto S.A. Clinic

IT Analyst

Remote

September 2025 – Present

- **Incident Management & Escalation Support:** Managed incoming technical issues from 40+ end users, documenting symptoms, troubleshooting steps, and escalation details to ensure accurate Tier 2 handoff and faster issue resolution.
- **Operating System & Software Support:** Assisted users with operating system errors, software access issues, and application troubleshooting, ensuring staff-maintained access to essential workplace tools.
- **Technical Troubleshooting & Root Cause Analysis:** Investigated recurring technical issues across departments, identified root causes through structured troubleshooting, and recommended corrective actions to reduce repeat incidents.
- **Service Delivery & Client-Focused Communication:** Prioritized support requests by urgency and business impact, while communicating technical issues and next steps clearly to non-technical users and stakeholders.
- **Documentation & SOP-Aligned Support:** Maintained detailed records of incidents, troubleshooting steps, and final resolutions to improve internal knowledge sharing, support consistency, and escalation handoffs.

S.O.A.R. Hospitality & Travel YLC, INC

Business Analyst

Roselle, New Jersey

March 2025 – September 2025

- **Hardware Deployment & Windows Configuration:** Deployed clean Windows OS installations across 20 laptops with corrupt or non-functional systems, performing diagnostics, component upgrades, device setup, and system configuration to restore full functionality for program use.
- **Process Improvement & Workflow Documentation:** Created Excel templates and tracking systems to reduce manual errors, improve data accuracy, and speed reporting. Collaborated with directors to document workflows, identify inefficiencies, and recommend process improvements.

Colon y Recto S.A. Clinic

IT Support Specialist

Guatemala City, Guatemala

January 2019 – January 2022

- **Ticket Management & Data Reporting:** Logged and tracked 80+ monthly service requests in structured Excel reports, documenting issue type, troubleshooting steps, resolution time, and escalation details to support accurate handoffs and timely problem resolution.
- **Hardware Support, Device Setup & Troubleshooting:** Diagnosed and resolved issues involving desktops, laptops, printers, speakers, and peripheral devices, supporting device setup, deployment, and configuration to maintain day-to-day operations.
- **On-Site, Client-Facing Technical Support:** Provided direct technical assistance to staff across multiple workstations, troubleshooting hardware, software, and access-related issues while communicating solutions clearly to non-technical users.
- **Connectivity & Infrastructure Support:** Resolved workstation and network issues by verifying local configurations, physical connections, network cabling, wireless access, and firewall-related connectivity before escalating to maintain service continuity.
- **Asset Management, Collaboration Tools & User Support:** Supported asset tracking and inventory visibility, assisted with onboarding and offboarding, performed firmware updates for endpoint and peripheral devices, and helped users with Google Workspace, Slack, Dropbox, Atlassian tools, and video conferencing support.

PROJECT EXPERIENCE

Windows Server, Active Directory & Network Services Lab - [Project Link](#)

April 2026 – Present

- **Directory Services, DNS & Access Control:** Installed Active Directory Domain Services, promoted a server to a domain controller, created a new forest, configured Organizational Units and domain admin/user accounts, joined a client machine to the domain, enabled Remote Desktop for domain user used PowerShell to create and manage accounts, created and tested DNS A records and CNAME records, observed DNS cache behavior and ipconfig /flushdns, and configured file shares, permissions, security groups, and access control in an Azure-based Windows environment.

Azure Networking & Packet Analysis - [Project Link](#)

February 2026 – March 2026

- **Azure Infrastructure, Connectivity & Packet Analysis:** Deployed Windows 10 and Ubuntu virtual machines in Microsoft Azure within a shared resource group, virtual network, and subnet, validated connectivity using Remote Desktop and private IP addressing, and analyzed ICMP, SSH, DHCP, DNS, and RDP traffic in Wireshark while testing Azure Network Security Group rules.

EDUCATION

New York Institute of Technology

Master of Business Administration (MBA) - Business Analytics

New York, NY

September 2022 – December 2024

Bachelor of Science - Information Technology

September 2018 – May 2022

SKILLS

Technical Support: Help Desk Support, Desktop Support, Tier 1/Tier 2 Support, End-User Support, Remote/On-Site Support, ITSM, ITIL
Systems & Endpoint Management: Windows 10/11, Windows Server Fundamentals, Active Directory, Microsoft Entra ID, Intune, MDM, User & Group Administration, Password Resets, Security Groups, File Shares, NTFS/Share Permissions, Remote Desktop, Linux, macOS
Networking & Hardware: TCP/IP, DNS, DHCP, OSI Model, VPN, Wi-Fi Troubleshooting, Network Cabling, Firewall Connectivity Checks, Azure Virtual Networks, Network Security Groups, Wireshark, PC Repair, Device Deployment, Printer & Peripheral Troubleshooting, Asset Tracking
Tools & Collaboration: Microsoft 365/Office 365, Outlook, Teams, SharePoint, Google Workspace, Slack, Dropbox, Zoom, Webex, Jira, ServiceNow, osTicket, Zendesk, Confluence
Data & Automation: SQL, Python, PowerShell, Excel, Business Analytics, Data Analysis, Reporting, Visio, GitHub
Languages: Fluent in English and Spanish
Certifications: CompTIA A+ (In Progress, June 2026); AB-900 Microsoft 365 Fundamentals (In Progress, June 2026); Apple IT Specialist (In Progress, June 2026); Azure Fundamentals (In Progress, June 2026) CompTIA Network+ & CompTIA Security+ (In Progress July 2027).