



CONTACT

- 📍 Homestead, FL
- ✉ olivos2.edif.8@gmail.com
- ☎ +1 786-230-5245
- 🌐 getconnection.us/roberto

TECHNICAL SKILLS

- Active Directory
- Windows Server
- Networking LAN/WAN
- Linux
- Cybersecurity
- PowerShell / Python
- WordPress / Front-End
- Help Desk / IT Support

TOOLS & PLATFORMS

- DNS / DHCP
- Proxy / Firewall
- SCC
- VPN
- Git
- VMware
- HTML/CSS
- TCP/IP

LANGUAGES

- English Bilingual
- Spanish Native

Roberto Martin Alarcon

IT SPECIALIST / WEB DESIGNER

IT Specialist with 15+ years of hands-on experience in technical support, network administration, and system maintenance. Proven track record managing enterprise Active Directory environments, deploying network infrastructure, and delivering reliable, user-centered IT solutions in fast-paced environments.

PROFESSIONAL EXPERIENCE

- IT Specialist** May 2024 – Present
 East Miami, FL **CURRENT**
 - Provided Tier 1–2 technical support and managed user accounts across Active Directory in a multi-site environment.
 - Oversaw network infrastructure maintenance including patch management, monitoring, and performance reviews.
 - Ensured system availability through proactive maintenance schedules and incident response procedures.
- Freelance Web Designer** 2015 – Present
 Independent / Remote
 - Designed and developed WordPress sites for small businesses with a focus on UX, responsive layout, and SEO.
 - Delivered front-end solutions using HTML, CSS, and JavaScript; managed ongoing site maintenance.
- IT Specialist** 2010 – 2015
 University of Medical Sciences, Cuba
 - Installed, configured, and maintained computer systems across multiple departments serving faculty and staff.
 - Delivered user training sessions and technical documentation for internal IT procedures.
- Network Administrator** 2008 – 2010
 Medical Clinic, Cuba
 - Built and managed LAN/WAN infrastructure; configured DNS, DHCP, Proxy, and Firewall services.
 - Ensured network security and uptime for a critical healthcare environment.

EDUCATION

- 2003 – 2007 **Bachelor of Science in Computer Science**
 Polytechnic Institute of Informatics
 IPI Armando de la Rosa

