

# Alfonso Garcia Calderon

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## Summary

Well experienced technical individual with a solid work ethic, the capability to learn and become proficient with all relevant technologies and cooperative in the workplace.

## Experience

1991-Present [HYPERION, INC.](#) - Miami, Florida

### Senior Technical Support

#### Computer Engineering

Specified, manufactured and maintained Personal Computers used by Engineering, Quality Assurance, Marketing and Accounting departments. Provided hardware and software support for all PC users in -house and customer base. Implemented and maintained systematic backup control to maintain data integrity company wide. Assisted in the design and manufacture of prototype systems for new products Research & Development. Provided On-site field service for company's PC controlled flagship product around the states. Implemented and maintained database for Software Revision Control and Software Release Control. Deployed Windows 95,98 company wide.

#### Quality Assurance

Specified, designed, manufactured and maintained automated manufacturing test equipment. Troubleshooter of difficult product problems in manufacturing and trained production technicians in sound problem solving and troubleshooting techniques. Performed in-process inspections and supported all aspects of manufacturing in order to release products to specification. Provided field failure analysis of returned components and/or products and inputted suggested improvements through the ECN system. Reviewed and monitored manufacturing product quality and actively worked with manufacturing and engineering to implement sound problem solutions and continuous quality improvement. Assisted in the specification, formulation and maintenance of quality control system and procedures as defined by engineering as assigned by management; customer service in resolution of customer field problems.

1988-1991 [BRANDSTEDT CONTROL CORP.](#), Miami, Florida

### Senior Technical Administrator

Assisted the engineers with product design. Coordinated the repair of all products. Technical advisor to the Plant Manager. Supervised testing of all products. Wrote product testing procedures.

- Created a program to exercise all the IC's on an electronic data recorder, the company's flagship product.
- Established a service department, insuring timely turn-around of customer's equipment.
- In conjunction with the company president's requests, tested product performance and operation for compliance with specifications.

1987-1988 [INTERNATIONAL MICRO SYSTEMS](#), Miami, Florida

### Technical Support

Provided hardware and software support for customers including those located in South America. Configured systems to customers specifications. Supported sales by providing technical information. Improved relationship with hardware vendors, allowing us to expedite return of defective equipment.

- Organized and established a common set of diskettes for all diagnostic software.
- Assisted Service Manager in creating an organized system for handling and tracking repairs.

1980-1987 [CORDIS CORPORATION](#), Miami, Florida

#### Supervisor, Technical Assistant

Assisted the design, development and testing of prototype pace maker computer boards and in-house test equipment. Evaluated new IC's for potential use within the company's products. Scheduled work in be performed by technicians, including self. Promoted several times. from Technician to Supervisor and Technical Assistant.

- Supervised staff of 10 Electronic Technicians
- Implemented system of work assignment for the technicians resulting in a 25% increase of output.
- Requisitioned necessary parts and equipment for research.
- Part of design team for "pace Maker" data acquisition system used in laboratory studies.
- Wrote an 1802 microprocessor assembler on the VAX 11/785.

#### Skills Qualifications

**Web** ----- Complete Webmaster skills including email deployment, IIS, TCP/IP, DNS, web server design and installation & maintenance.

**Microprocessors** ----- 1802,6502,6800, 8085, 8086 family, Z80.

**Languages** ----- Basic, Assembly Language, Dos Command Batch Language.

**Software** ----- Windows NT Server, Windows 98, 95, 3.1 MS/PC-DOS, Lotus, Norton, PCTools, Word Microsoft ACCESS, WordPerfect, Service Diagnostics, AMI Diagnostics, QA/ FEPlus, Checkit, Micro2000, LaplinkV, QEMM386, WinFaxPro, ProcomPlus, Telix, Lantastic 7.

**Hardware** ----- PC Hardware, Systems Integration, Lantastic Networks, CD ROMs, Sound Cards, Hard drives, PC Clone, Windows98.

**Manufacturing** ----- Digital and Analog electronics circuits.

#### Education and Training

- [Microsoft Certified Professional](#) (MCP)
- [MCSE Certification](#)
- Graduate of [Novell Netware](#) Reseller Authorization Course.
- Interactive Supervisory Program, Sponsored by Cordis Research Corp.
- Associate Certified Electronics Technician, [International Society of Computer Electronics Technicians](#), 1985, Member ASQC
- Associate of Arts - Liberal Arts, [Miami Dade Community College](#), Miami, FL
- Associate of Science - Electronic Engineering Technology, [R.E.T.S Technical School](#), Miami, FL

#### Hobbies and Interests

Collects vintage musical instruments, plays guitar, reads, writes and speaks the Spanish language fluently.

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