
MARIBEL PRIETO

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PROFESSIONAL SUMMARY

Nine years of television broadcasting experience with particular focus on Information Technology (IT), Spanish language programming and Project Management coordinating. Additional work experience in telecommunications, high technology, legal and finance environments. Fluent in Spanish and English and familiar with challenges and rewards of multicultural/international business projects.

TECHNICAL EXPERIENCE

Office 97/2000/XP, Visual Basic Programming, FrontPage 2000, NT Workstation/Server, Server Manager, User Manager/for Domain, NWAdmin, MS Exchange 2000, Track-It Database, Clarify Helpdesk, Remedy Helpdesk Client, Access, MS Outlook, Novell GroupWise 5.2, NetMeeting tools, Altiris, Internet Explorer, AP News Center, Blackberry server and user support, ADP Payroll and Great Plains.

PROFESSIONAL EXPERIENCE

VISA INTERNATIONAL **Miami, Florida** **(Jul 2004-Present)**

Helpdesk Project Coordinator

- Supervise and coordinate activities of Tier 1 and Tier 2 agents. Handling problem recognition research, isolation resolution and follow-up for user problems.
- Coordinate installation of hardware and software, and implementation of procedure changes, and coordinate daily operations with the help desk staff and technicians.
- A specialist representing the department's first point of contact for users requesting assistance.
- Effectively questioning users to collect and understand information regarding the problem they are experiencing and lead users through diagnostic procedures to determine, isolate and resolve source of problem.
- Maintain and develop Helpdesk Reports that track activity and statistics to report to management. Responsible for reviewing and analyzing reports by providing recommendations based on trends.

TELEMUNDO/NBC **Hialeah, Florida** **(Aug 2001-May 2004)**

MIS Technology Administrator

- Lead management and training aspects of Microsoft Exchange, Active Directory, Outlook email support for end users and technical staff
- Responsible for RIM Blackberry Enterprise Management Support for Miramar, Florida staff
- Define and implement long-term business objectives and technology structures, optimized digital technology capabilities resulting in a 100% increase in revenues and global client base
- Maintain Disaster Recovery Wireless Distribution List for upper management
- IT Security Leader maintaining Security integrity and access to the NBC Datacenter
- Familiar with broadcasting production environment and responsibilities

TELEMUNDO **Hialeah, Florida** **(Feb 1996-Aug 2001)**

MIS Support Specialist Coordinator & Supervisor

- Daily support of end users with PC operation and network connectivity issues
- Maintained accurate helpdesk logs and generated reports displaying weekly, monthly and yearly support call volumes
- Established and maintained long-term rapport with MIS network vendors
- Managed LAN/WAN and Desktop support budgets and computer equipment allocation
- Trained and supervised three administrative assistants while managing NBC MIS help-desk

