

CHUCK HERIBERTO GUIFARRO LAGOS

U.S. Citizen | Authorized to work in the United States

Houston, TX | Open to Relocation (June–July 2026 | Earlier if required)

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Portfolio: <https://chucklagos.dev>

PROFESSIONAL SUMMARY

IT Support and Systems Engineer with 3+ years of experience providing end-user support, technical troubleshooting, and system maintenance in fast-paced environments. Strong background in Linux-based servers, CMS platforms (Drupal and WordPress), and infrastructure support. Experienced in resolving technical issues, configuring security settings, and supporting users and teams. Bilingual (English/Spanish). Currently pursuing a Master's degree in Artificial Intelligence (online).

TECHNICAL SKILLS

- **IT Support & Troubleshooting:** End-user support, incident resolution, system maintenance, hardware & software troubleshooting
 - **Systems & Servers:** Linux server administration, SSL certificates, firewalls, system monitoring
 - **Applications & Platforms:** Microsoft 365, Microsoft Teams, Drupal, WordPress
 - **Networking & Security:** Basic firewall configuration, access control, performance monitoring
 - **Databases & Tools:** MySQL, Oracle Database
 - **Scripting & Automation:** PHP, Python (basic)
 - **Languages:** Spanish (Native), English (Professional Working Proficiency)
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PROFESSIONAL EXPERIENCE

IT Support Technician / Web Systems Support

Punto HN – Tegucigalpa, Honduras

October 2022 – Present

- Provided IT support and troubleshooting for internal users and web platforms, resolving technical issues and improving system reliability
- Supported Linux-based servers, including SSL certificate installation, firewall configuration, and performance optimization
- Assisted users with system access, platform usage, and issue resolution,

reducing downtime and support requests

- Performed routine system maintenance and basic automation to improve operational efficiency
 - Trained users and technical staff on digital platforms and IT tools
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IT Support Assistant / Computer Science Trainer

Instituto Fuente Divina – Tegucigalpa, Honduras

February 2022 – September 2022

- Provided end-user IT support for classroom hardware, software, and digital learning platforms
 - Managed Microsoft 365 and Microsoft Teams user environments
 - Assisted teachers and students with technical issues in online and blended learning environments
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EDUCATION

Bachelor's Degree in Systems Engineering

Universidad Nacional Autónoma de Honduras (UNAH)

Honors: Cum Laude

Master's Degree in Artificial Intelligence (In Progress – Online)

Blackwell University

CERTIFICATIONS

- Oracle – Database Foundations
- Huawei – Cloud Basics & Architecture
- Cloud Tech Fundamentals
- Oracle – Java Fundamentals
- Python Programming – INFOP
- MySQL Database – INFOP
- Google – Mobile App Development