

ARMANDO RIERA

IT Systems Administrator & NetSuite Administrator

Microsoft 365 · Networking & Security · NetSuite Administration · Celigo · Amazon, Shopify & Salesforce Integrations
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PROFESSIONAL SUMMARY

IT professional with 25+ years of experience who covers both sides of a growing business: the infrastructure (Microsoft 365, networks, endpoints, backup) and the business systems that run operations (NetSuite, Salesforce, Shopify, Amazon). As the primary technical resource at Curallux, a multi-channel e-commerce company that grew to 100+ users and about 70 endpoints, I administered NetSuite and built and supported its integrations with Shopify, Amazon, and Salesforce through Celigo and the Oracle NetSuite Connector, then continued supporting the company as its managed services provider through my own firm, Elite Tech Force. Bilingual English/Spanish; I explain technical issues clearly to users, owners, and vendors.

CORE COMPETENCIES

Business Systems & Integrations: NetSuite administration (roles and permissions, saved searches, custom reports, custom fields, forms and lists, approval workflows, CSV imports, basic SuiteScript) · Celigo integrator.io · Oracle NetSuite Connector · NetSuite–Amazon, NetSuite–Shopify, NetSuite–Salesforce integrations · Salesforce administration and customization · Gorgias

Microsoft 365 & Identity: Entra ID (Azure AD), Exchange Online, SharePoint, Teams, MFA, Active Directory, Group Policy, Windows Server

Networking & Security: SonicWall, Ubiquiti UniFi, VLANs, site-to-site and client VPNs, firewall rules, DHCP, DNS, TCP/IP, LAN/WAN/wireless/fiber, structured cabling

Endpoints, Backup & Support: Windows 10/11, macOS, Jamf, Synology, cloud backup on AWS storage, disaster recovery, Avaya / Xima, remote support, documentation, user training in English and Spanish

PROFESSIONAL EXPERIENCE

Owner & Senior IT Consultant

2022 – Present

Elite Tech Force, LLC | Lehigh Acres, FL

- Managed services provider for **Curallux** after transitioning from the in-house role: Microsoft 365, network, endpoints, backup, and business systems.
- Administered and troubleshoot **NetSuite–Amazon** and **NetSuite–Shopify** integrations, first on **Celigo** and later on the native **Oracle NetSuite Connector**: orders, inventory, fulfillment, and sync errors.
- Built integration flows to resolve data issues and extract data for reporting.
- Administered Microsoft 365, Exchange Online, SharePoint, Teams, and MFA and security settings.
- Configured SonicWall and UniFi firewalls, VLANs, VPNs, and wireless networks; designed backup with Synology and cloud storage on AWS.
- Provide IT support and consulting for small businesses in Southwest Florida.

IT Specialist / Systems Administrator

2018 – 2022

Curallux | Miami, FL

- Primary technical resource for an organization of 100+ users and about 70 endpoints, administering **Salesforce, NetSuite, Office 365**, and **SonicWall / UniFi** network infrastructure.
- Partnered with Finance leadership to build **NetSuite saved searches and custom reports**, improving data visibility and reducing manual reporting.
- Configured **NetSuite custom fields, forms, lists, and approval workflows** to streamline core business processes.
- Built an automated **bi-directional integration between NetSuite, Shopify, and Salesforce using Celigo** (integrator.io), eliminating manual data entry and reducing order-processing errors.
- Led **Salesforce customization**: custom objects, workflows, and automation; user and license administration; hands-on training across departments.
- Administered the Office 365 tenant: users, security groups, Azure AD, Exchange Online, SharePoint Online, and Teams.
- Deployed and maintained LAN, WAN, wireless, and fiber infrastructure; configured and hardened routers, switches, and firewalls.
- Implemented Synology backups and restored production data when needed.

IT Operations & Strategic Supply Support

2011 – 2018

ASC Parts USA | Miami, FL

- Supported internal IT systems and data integrity across procurement and operations.
- Managed the procurement cycle (RFQs, purchase orders, suppliers) and end-to-end RMA and warranty processes; produced management reports.

IT Specialist

2008 – 2009

Promix USA | Miami, FL

- Deployed and administered a Windows Server 2003 domain with Active Directory and Group Policy.
- Implemented and supported Point of Sale systems across multiple locations; hardware, software, and endpoint security support.

Network Administrator & Technical Support Lead

2001 – 2007

Centersoft | Havana, Cuba

- Administered the Windows Server Active Directory environment, user accounts, and access controls; led LAN support and data recovery from backups.

Network Administrator

1995 – 2001

Provincial Center of Hygiene and Epidemiology | Havana, Cuba

- Designed, deployed, and secured LAN, WAN, and Internet infrastructure supporting public health operations.

CERTIFICATIONS

- Celigo University: Integration Mastery, Level 1 & Level 2
- Gorgias Academy: Admin Power User, Lead Agent, Support Agent Power User
- CompTIA Network+ (2010)
- Microsoft Certified Professional, MCP (2012)
- MCTS: Windows Server 2008 Active Directory Configuration (2011) · Network Infrastructure Configuration (2011) · Windows 7 Configuration (2010)

EDUCATION & TRAINING

Technical programs, Havana, Cuba (1995–2000): CENSAI (Network Administrator, Network Auditor, Computer Technician); UATS (Windows NT Server Network Administration, Multimedia & Web Development).

Languages: English (fluent), Spanish (native).