

Emiliano Flores

TEAM LEAD · IMAGING & QUALITY CONTROL · IT SPECIALIST

Florida, USA
semtechnologies.net
20+ years of experience
Bilingual: English / Spanish

PROFESSIONAL PROFILE

Team Lead specializing in Imaging & Quality Control, with 20+ years of experience in technical support, hardware repair, networking, process automation, and operational leadership. Expert in optimizing workflows and reducing cycle times using Power Automate Desktop, n8n, and AI models (Claude, GPT). Certified by HP, Dell, and Lenovo. Background in Cybersecurity, Digital Forensics, and full-stack development.

PROFESSIONAL EXPERIENCE

Team Lead – Imaging & Quality Control

UDT – United Data Technologies | 2023 – Present

- Lead technical team in final stages of laptop repair process
- Implemented Imaging & QC workflow improvements reducing cycle times
- Develop and maintain SOPs for process standardization
- Automate tasks using Power Automate Desktop and n8n
- Apply AI (Claude, GPT) for analysis, documentation, troubleshooting

Consulting Engineer – Networks, Security & Dev

Municipality of Termas de Río Hondo, Argentina | 2020 – 2023

- Network implementation, IT security, and software consulting
- Developed internal tools using VBA, PHP, and MySQL
- Installed and maintained CCTV and IPC systems

Professor – Math, Physics, CS & Networking

Technical School N°7 – Ministry of Education | 2010 – 2023

- Taught Math I/II, Physics I/II, Computer Science, and Networking
- Cybersecurity training; designed technical educational materials

Founder & IT Specialist – AgentSoft

AgentSoft (own company, founded 2004) | 2004 – 2022

- Founded and operated technical services company for 18 years
- Advanced laptop repair, diagnostics, and hardware maintenance
- Technical support, network configuration, and custom software

TECHNICAL SKILLS

Automation & AI

Power Automate Desktop, n8n, Claude API, GPT

Hardware & Support

Laptop repair, Imaging, Firmware, QC, Diagnostics

Networks & Security

LAN/WAN, CCTV/IPC, Cybersecurity, Digital Forensics

Development

Python, VBA, PHP/MySQL, React, Node.js, HTML/CSS/JS

Tools

ConnectWise, Git/GitHub, Microsoft Office, Canvas

EDUCATION

Software Engineer

UNSTA – Argentina

Computer Crime & Digital Forensics

UTN / Min. of Education, Argentina

HW CERTIFICATIONS

HP Hardware Technology (2025)

Dell Storage Corrective Maintenance (2025)

Lenovo Problem Determination (2025)

Lenovo Accidental Damage Protection (2025)

SW CERTIFICATIONS

IBM – Node.js & Express, Cloud Computing

IBM – Git/GitHub, React, HTML/CSS/JS

Google – IT Security, UX Foundations

Google – Python (Crash Course & OS Automation)

LANGUAGES

English — Intermediate / Advanced

Spanish — Native

COMPANY

SEM Technologies

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