

Carlos G. Diaz

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PROFESSIONAL PROFILE

Experienced Pre-Sales Engineer with ten years of progressive experience designing and implementing surveillance solutions. Proficient in configuring servers, cameras, wireless access points, and workstations. Skilled in communicating complex technical concepts to users of various technical backgrounds. Exceptional troubleshooting abilities and a quick learner. Experienced in managing teams and overseeing recruitment, training, and performance evaluations.

TECHNICAL EXPERIENCE

Field Application Engineer

Hanwha Vision America

June 2022 – Present

Orlando, Florida

- Provided pre-sales support to a team of 5 Regional Sales Managers, about 4 Manufacturers Representatives, and countless integrators and end users in East Florida (Jacksonville to Miami, including Central Florida) and South Carolina.
- Assisted Sales and Business Development Managers with various projects to increase revenue in different verticals, including Transportation, Education, Retail, Banking, and Oil and Gas markets.
- Supported marketing to promote products at various trade shows, including ISC West, GSX, and various integrator and end-user events.
- Conducted and developed training classes to promote and educate National Security Integrators like JCI (Johnson Controls) and ADT Security, as well as local integrators and end users about products.
- Managed pre/post-sales support for projects, including system designs, site surveys, camera placement, and server calculations.
- Recommended appropriate hardware and software based on project specifications and client requirements.
- Maintained and created content for the Knowledge Base, including technical reviews and troubleshooting guides.
- Regularly visited clients and attended meetings to ensure customer satisfaction.

Field Application Engineer

Hanwha Vision America

April 2019 – June 2022

Edinburg, Texas

- Provided pre-sales support to a team of 8 Regional Sales Managers, over 12 Manufacturer Representatives from two companies, and countless integrators and end users in the South-Central US territory (Arkansas, Louisiana, Oklahoma, Texas, New Mexico, Arizona).
- Assisted Sales and Business Development Managers with various projects to increase revenue in different verticals, including Transportation, Education, Retail, Banking, and Oil and Gas markets.
- Supported Marketing efforts by promoting products at trade shows and events.
- Conducted training classes to educate clients about products.
- Managed pre/post-sales support for projects, including system designs, site surveys, and camera placement.
- Recommended appropriate hardware and software based on project specifications and client requirements.

SENIOR SECURITY SPECIALIST

Central Florida Investments/Westgate Resorts

February 2014 – February 2019

Orlando, Florida

- Designed, configured, installed, and troubleshooted IP Video Surveillance Networks across 28 locations nationwide.
- Managed and updated the Information Technology Service Desk (ITSD) to ensure timely ticket resolution.
- Installed and configured software for all users accessing the Surveillance Network.

- Supervised a team of Security Specialists in infrastructure installations, including structured cabling, fiber, racks, and conduit.
- Approved, created, maintained, and assigned roles for all users with system credentials.

IT SPECIALIST

March 2012 – December 2013

NPR Solutions

Bayamon, Puerto Rico

- Planned and coordinated installations, tested and troubleshooted computer systems, and maintained and upgraded hardware and software for various clients.
- Served as Project Manager for IT projects, including VoIP, Cabling, Surveillance, and Network device upgrades.
- Designed, installed, and troubleshoot applications and solutions, including NVRs, Wireless Networks, Switches, and Routers.
- Conducted site surveys and presentations for clients.
- Provided training for the use of new equipment to clients.
- Passed National Agency Check with Inquiries (NACI) background investigation.

EDUCATION

Bachelor of Science in Information Technology

December 2011

University of Central Florida

Orlando, Florida

Relevant Coursework

- Design and Implementation of Networks
- Web-Based Information Technology
- Computer Network Concepts
- Human and Technology Interaction
- Managing IT Integration
- System Administration and Maintenance
- Cryptography and Information Security
- Security in Computing
- Computer Architecture Concepts
- Operating System Concepts

TECHNICAL SKILLS

- Surveillance Systems: Consultation, design, and implementation of Video Surveillance Systems; installation and configuration of Video Management Software (VMS) and Network Video Recorders; troubleshooting of IP Cameras and NVRs; IP Networking; Cloud Video Surveillance (Eagle Eye, Hanwha OnCloud).
- Networks/Internet: Hardware (Switches), TCP/IP, Email (POP, SMTP, IMAP), HTML/XHTML, XML, FTP, Active Directory, Windows network configuration.
- Hardware: Installation, configuration, and troubleshooting of Servers and workstations, RAID configurations, Network Cameras, Wireless Controllers, APs (Access Points), NVRs (Network Video Recorders), and Wireless Bridges.
- Structured Cabling: Estimated materials, Pull/Terminate/Test CAT 5/5e/6, dress and route cable into telecom closets.
- Productivity Applications: System Surveyor, Zoom, AnyDesk, CRM software (SugarCRM), Team Viewer, MS Excel, MS Word, MS PowerPoint, MS Visio, MS Project, SmartDraw, Adobe Acrobat, Notepad++, Virtualbox.

CERTIFICATIONS

- Milestone Certified Integration Technician (Exp. 4/20/2026)
- Genetec Security Center Omnicast Technical Certification (Cert# 484028 Exp. 11/30/2025)
- Axis Communications Certified Professional (#19803456, expired)
- ExacqVision Technical Reseller Training Certificate
- Ruckus WISE (Wireless Solutions Engineer) (expired)