



Ana Gallardo Ballesteros

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Professional Skills

Web maintenance, **deployment and administration** for individual clients.

Remote & on-site support for users, under Windows, macOS and Ubuntu. Office 365/Sharepoint licensing.

Deployment and management of **AD services**, users, and networked resources under **Windows Server 2016 onwards**.

Deployment of remote software and updates through **Microsoft SSCM**. Deployment and configuration of local networks with ~50 terminals. Deployment and support of **Web and FTP servers** for said networks.

Experience with CRM tools such **Dynamics 365**, uDo, **Remedy**, OTRS and ManageEngine.

Spanish and English knowledge at a **fluent** spoken and written level.

Other Notable Skills

Web Technology Deployment/Managing: Apache, Nginx, WordPress, CSS/HTML/XML/PHP, MySQL Databases.

Programming / Scripting Languages: C#, Java, Python, Bash, PowerShell.

Graphical Design and Publishing: GIMP, CSP, Affinity Design/Photo/Publisher, Tiled, Aseprite, Custom HW Tools.

Audio/Video creation: REAPER, Vegas, LMMS, Final Cut Pro, Logic, DaVinci Resolve, OMPT.

Roles & Experience

Tall Rock Daily(02/2022 –): Independent consulting for web administration, support as well as in-house development.

Freelance (06/2016 –): Graphic and Character Artist, creating design work for individuals.

MrHouston Tech Solutions SL (09/2020 – 03/2021): Administrator and Technical support agent, performing Active Directory administration. Remote and On-Site support for users and applications. Office 365 license administration.

Grupo Sermicro (08/2017 – 02/2020): Support Specialist and Team Lead. Supporting remotely users of a specific client, as well as procedure documentation and training for new staff additions, as well as managing said staff. Additional engineer dispatch and support roles for other clients.

Formal Education

2022: Completion certificates for the CCNA v7 Courses "Introduction to Networks", "Switching, Routing and Wireless Essentials" and "Enterprise networks, Security and Automation".

2021 – Present: Higher Technician Grade in Computer Network Systems Management.

2013 – 2016: Vocational Education and Training Certificate in Microcomputing Systems and Networks.