

# Matias Robertone



## PROFILE

I am a responsible and dedicated person, with a great capacity to empathize and take on new tasks and challenges. Throughout my professional career in customer service and mountain guiding, I have acquired various skills such as service vocation, communication, team management, conflict resolution, and conflict resolution.

## CONTACT

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## CHARACTERISTICS AND INTERESTS

- Service Vocation
- Active listening
- Teamwork
- Photographer amateur
- Active member of AAGM (Argentine association of Mountain Guide)

## LANGUAGE

- English: Intermediate
- Italian: Basic

## WORK EXPERIENCE

### IT SUPPORT AND CUSTOMER CARE SERVICES REFERENT RECOVERY PHONE S.L, MADRID JUN 2021 - ACTUALLY

In charge of technical support, sales, and customer service.  
Evaluating and classifying devices, distribution, after-sales and customer service.

### TECHNICAL SUPPORT TEAM LEADER ZOO LOGICS.A, ARGENTINA DEC 2014 – NOV 2020

Training and support to the work team.  
Interaction with the development, training, and commercial sectors.  
Participation in weekly development meetings, and prioritization of pending tasks.  
Handling of Microsoft visual fox pro programming language, detection and search for errors in the software, monitoring of incidents in production until they are solved.

### Sr. IT Support ZOO LOGICS.A, ARGENTINA JUN 2012 – NOV 2014

Telephone, remote and on-site support to large customers.  
Different types of configurations in Windows XP, 7/8 and 10: Creation and monitoring of Windows services, the configuration of scheduled tasks, detection and tracking of problems in the event viewer, change and testing of drivers, antivirus programming, configuration of remote desktops, a configuration of Windows profiles, setting of peripheral devices, linking of devices and network drives.  
Handling incident upload tool, documentation, and escalation of incidents to other levels.

## ACADEMIC EDUCATION

### FULL STACK DEVELOPER

Digital House (Argentina) – in progress

### TELECOMMUNICATIONS ELECTRONICS TECHNICIAN

Inst. Industrial Luis A. Huergo (Argentina)

### MOUNTAIN GUIDE

Inst. Sup Andes del Sur – ISAS (Argentina)

## CORE COMPETENCIES

- Budget management
- Project Management with Agile Methodologies and Lean Approach
- Software for image and cartography editing and generation.
- First aid
- Driving licence