ANDY MAGDALENO VELA MINAS

INFORMATION TECHNOLOGY
TECH SUPPORT SPECIALIST

✉ pandax.777@hotmail.com 📞 +502 3515 4657 🌐 www.avela.one

📍 Guatemala, Guatemala in linkedin.com/in/andy-vela-43301b57 f andy.vela.376

PROFESSIONAL EXPERIENCE

Company: Claro Corporativo
Dates: 2015-2017
Role: [Executive Sales Tech Support]
Responsibilities:

● Technical support in spanish language to Corporate/PyMES Claro's clients supporting Internet links through Fiber Optics in addition to HFC/ADSL internet connections using Linux and Windows operating systems and company's own infrastructure and tools. Also I was reaching Corporate clients offering support about their Internet links through remote Fiber Optics and PBX lines and helping post-sales executives about technical details related to the products available.

● Network Troubleshooting and basic Developing VB WinForms apps used by many executive sales in Visual Studio. Installation and maintenance of equipment by the company's own technicians and also supporting executives sales in the company.

Company: HCL / Microsoft
Dates: 2021-2022
Role: [Creator Moderator Headline Support]
Tasks:

● Getting issues to resolve in a moderation platform related to MSN users and comment section using internal tools like Azure Explorer also helping to moderate the content produced before has been posted on the same news website as client instrucions.

Company: EVERISE C3
Dates: 2018-2020
Role: [Customer Service Rep]
Responsibilities:

● Customer service including escalated calls from domestic and international Fedex's customers for delayed packages, lost, damage and other tracking issues. I did use internal company tools.
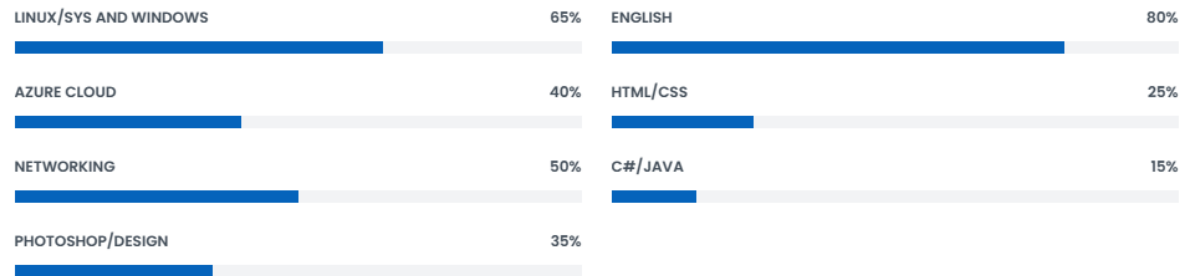
Company: INDE Zona 9
Dates: 2010-2011
Role: [Tech Support and HelpDesk]
Responsibilities:

 ● Installation, Maintenance and Administration regarding the Hardware and Software equipment that connects and services connects and services the departments within the company.

TECHNICAL SKILLS

LINUX/SYS AND WINDOWS	65%
AZURE CLOUD	40%
NETWORKING	50%
PHOTOSHOP/DESIGN	35%

ENGLISH	80%
HTML/CSS	25%
C#/JAVA	15%

● **Other Skills:** Linux and Windows (installation, maintenance), Azure Cloud Fundamentals, basic shell-scripting, Vmware Player, VirtualBox, QEMU, Networks troubleshooting(DHCP, DNS, IP Public, traceroute etc), net-tools, WAN/LAN support and network topology. Also I have decent amount of knowledge related to graphic design, using Photoshop and GIMP.

RELEVANT EDUCATION & CERTIFICATES

University: Universidad Mariano Gálvez de Guatemala
Title: Ingeniería en Sistemas de Información.
Dates: 2015 – Current

Institution: INTECAP
Title: GET CONNECTED DIGITAL INCLUSION.
Date: [2022]

Institution: EDUTEK
Title: PROGRAMACIÓN PÁGINAS WEB EN HTML Y CSC
Date: [2022]

Institution: EDUTEK
Title: FUNDAMENTOS DE PROGRAMACIÓN DE JAVA
Date: [2022]

Institution: MICROSOFT
Title: AZURE FUNDAMENTALS AZ-900
Date: [2022]

PROFESSIONAL AND PERSONAL CONTACTS

Mardoqueo López Aguilar	Job:	Tech Support Department. Chief @ INDE
	Phone:	+502 5702 9619
Jeffrey Barahona	Job:	CSR
	Phone:	+502 5554 9583
Victor Cano	Job:	Tracking & Domestic Supervisor @ C3/FEDEX
	Phone:	+502 5039 0068