

JESUS GONZALEZ VAZQUEZ

Data Science & Artificial Intelligence | Python, Tensorflow, Machine Learning

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Summary

My focus is on harnessing the power of data science and artificial intelligence to drive innovation and efficiency. With a strong command of Python, Unix, and machine learning frameworks like Tensorflow, I am adept at statistical modeling and predictive analytics, ensuring data-driven decision-making across projects. As an Independent IT Consultant, I provide comprehensive support and services, leveraging my expertise in cloud administration, network management, and technical support. Collaborating with cross-functional teams, I've honed my communication skills and thrive in remote setups, continuously staying abreast of advancements in AI, big data, and analytics to deliver cutting-edge solutions.

Skills

Machine Learning Python (Programming Language) Data Science Linux Server Customer Support Analytical Skills Customer Satisfaction InTune Microsoft Teams Technical Analysis Foreign Languages Microsoft Intune ITIL Windows Server 2008-2012 Windows Client 7-XP-10 Linux (RedHat, Ubuntu, Debian) Troubleshooting Technical Support Project Management Network Administration Computer Hardware Troubleshooting Asset Management Computer Repair System Administration Adobe Creative Suite Adobe Photoshop Adobe Premiere Pro Adobe Audition System Center Configuration Manager (SCCM) Active Directory Windows Office 365 Windows Server Microsoft Office Computer Hardware Customer Service Management Communication English Office Tools (MS Office, 2016-2007 / Libre Office / Open Office) Tablet Smart Phone (iOS, Android, Windows Phone) Programming (C++, Java, Visual Basic, C#) Web Development (HTML5, XML, HTML, PHP, SQL, JavaScript) Ticketing Ticketing Systems Networking Computer Management Computer Hardware Installation Computer Hardware Assembly Cloud Security Microsoft Azure Cloud Computing Cloud Administration Mathematics

Experience

Data Science and Artificial Intelligence

Online - remote

neuefische GmbH - School and Pool for Digital Talent

01/2025 – 05/2025

enrolled for certification

- Developed expertise in Artificial Intelligence Systems and Workflows, Large Language Models, Retrieval Augmentation Generation, among other techniques and technologies.
- Developed expertise in Python, Unix, Git, Github, Pandas, Tensorflow, SQL, and NoSQL for data analysis and machine learning.
- Utilized Kanban, Keras, and Agile methods to collaborate in teams and develop predictive analytics models.

Independent Consultant on IT Support and Services

Frankfurt am Main, Germany

12/2022 – ongoing

- Desk Side Support for Candriam Deutschland GmbH, an investment company.
- Cloud technology, System Administration, In-Tune, Microsoft 365, Azure Entra-ID. Ticket system and Troubleshooting.
- Project: Two Factor Authentication Token Roll-out for the Frankfurter Sparkasse 1822
- Setting the MFA Token for every employee in all locations. Technical Support to internal Customers.
- Project: External Monitor Actualization Roll-out. for the Bayerische Landesbank
- Team Leader. Actualizing every workspace. Technical Support to internal Customers.
- Provisioning and Management of Servers in Linux and Windows. with Velia.net
- Client Support and troubleshooting for Customers worldwide.
- System Administration und system security control Tools with Linux, Windows und MacOS.
- Updates and Patches to ensure System stability.
- Set-up and Support of Smart System in the Conference rooms using Hybrid technology and artificial intelligence. at the European Central Bank
- User-management, Support und System administration using Microsoft Azure, EntraID, In-Tune, Autopilot, and Cloud Technology.
- Processing and prioritizing mass requests in complex and large facilities, well organized, detail-oriented and working under time pressure without sacrificing quality.
- Deployment and rollout of hardware devices and initial testing with Windows and MS Teams.
- 2nd Level Support in English, German and Spanish.

Service Delivery manager
Bechtle GmbH Client: Deutsche Leasing

Bad Homburg, Germany
06/2022 – 12/2022

- Main liaison to facilitate the migration to a new Help Desk System and Service, leading a multidisciplinary team in Continuous Process Improvement.
- Managed the technical aspects of the team, defining policies, procedures, and related documentation for a complete reorganization of the client's new Service Desk.
- Spearheaded the automation efforts to streamline processes and enhance efficiency.

Field Engineer at the European Central Bank
Unisys Germany GmbH

Frankfurt, Germany
06/2020 – 06/2022

- Provided 2nd Level Support in English, German, and Spanish for internal and external workers at the European Central Bank, resolving complex computer-related issues.
- Worked together with the IT team in monitoring the IT infrastructure of the ECB, troubleshooting and finding solutions for financial, statistical, and other software using the ITSM Ticket system.
- Documented and tested processes and diverse systems, ensuring smooth operations and efficiency

System Administrator
MISUMI Europa GmbH

Frankfurt, Germany
02/2018 – 05/2020

- Provided 2nd, and 3rd line support in Windows, Office 365, and other systems for uninterrupted IT operations.
- Conducted IT onboarding for new employees, including setting up accounts, hardware, and software.
- Analyzed software and hardware requirements, recommending optimal solution strategies.
- Performed hardware repairs and software distribution to ensure smooth functioning of IT infrastructure.

IT Support specialist at the European Central Bank
Independent Contractor; Client: Bechtle GmbH

Frankfurt, Germany
09/2016 – 02/2018

- Setup of workflow and Provisioning of Laptops and PC's with SCCM
- 2nd Level Support and EOL Engineer
- Roll-out and Hardware technician

Education	
Computer Science Individualized Bachelor's degree	Colorado, USA
Metropolitan State University of Denver	2010
Data Science and Artificial Intelligence	Berlin, Germany
Neuefische GmbH School and Pool for Digital Talent	01/2025 – 05/2025
Civil Engineering	Mexico
Instituto Politecnico Nacional	1980 – 1985

Certification	
MTA	Microsoft
Azure Active Directory	LinkedIn
Office 365 for Administrators	LinkedIn
Exam. Prep Microsoft Azure Fundamentals	LinkedIn
Learning Azure Management Tools	LinkedIn