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 Samrt 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

neuefische GmbH - School and Pool for Digital Talent (enrolled for certification)   Frankfurt am Main, Germany
Data Science & Kunstliche Intelligence   01/2025 - Present
a digital talent school in Frankfurt

- Developing 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.
- Stayed updated with trends in artificial intelligence and big data at neuefische GmbH, a digital talent school in Frankfurt.

Independent Consultant IT Support and Services.   Frankfurt, Germany
Independent Consultant IT Support and Services.   12/2022 - Present
Information Technology Support Manager (Selbständig)

- 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.
- Setting the MFA Token for every employee in all filials. Technical Support to internal Customers.
- Project: External Monitor Actualization Roll-out.
- Team Leader. Actualizing every workspace. Technical Support to internal Customers.
- Provisioning and Management of Servers in Linux and Windows.
- 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 und artificial intelligence.
- 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.

Experience

Deutsche Leasing Gruppe
Bad Homburg, Germany
IT Service Delivery Manager durch dritte Business Partner
06/2022 - 12/2022

Company Description

- Acted as the main liaison with the Client 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 as IT Service Delivery Management.

Unisys
Germany
Field Engineer at the European Central Bank
06/2020 - 06/2022

Company Description

- Provided 2nd Level Support in English, German, and Spanish for internal and external workers at the European Central Bank, resolving complex computer-related issues.
- Supported 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.

MISUMI Europa GmbH
Frankfurt, Germany
Information Technology Specialist
02/2018 - 05/2020

Company Description

- Provided 1st, 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.

European Central Bank
Frankfurt, Germany
IT Support Specialist
09/2016 - 02/2018

Company Description

- Highlight your accomplishments, using numbers if possible.

Education

Metropolitan State University of Denver
Bachelor of Applied Science (B.A.Sc.), IDP Computer Science
01/1996 - 12/2005

neuefische GmbH - School and Pool for Digital Talent
Data Science and Artificial Intelligence
01/2025 - 04/2025

Instituto Politécnico Nacional
Civil Engineer, Civil Engineering
01/1980 - 12/1985

Certification

MTA — Microsoft

Azure Active Directory: Basics — LinkedIn

Office 365 for Administrators: Supporting Users Part 1 — LinkedIn

Exam Prep: Microsoft Azure Fundamentals (AZ-900) — LinkedIn

Learning Azure Management Tools — LinkedIn