Brian Alejandro Esquivel Chávez

Service Desk Specialist

Contact Information:

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Links: GitHub | LinkedIn | Indeed

Profile:

IT professional with a background in Tech Support/Software Development and a Superior Technician degree. I bring a strong foundation in technology to any professional environment and an insatiable curiosity about knowledge of new technologies.

Current Position:

TATA Consultancy Services
- Position: Service Desk Specialist Tier 1
- Starting date: Feb/25th/2025
- Responsibilities:

- User-focused assistance.
- Incident identification and logging.
- Troubleshooting basic IT issues and escalating complex incidents to their respective assignment group (Tier 2 & tier 3)
- Ensure the correct assignment and configuration of user profiles
- Role-based access assignment management.
- Documentation, monitoring and analysis of trends in incidents

Last Positions:

Bnext
- Position: Hardware Tech Support
- Duration: Oct/28th/2024 – Feb/21st/2025
- Responsibilities:

- Preventive and corrective maintenance of computers and peripherals.
- Inventory management and auditing (Hardware and parts).
- Shipping waybill issuance and tracking.
- Troubleshooting software and OS issues.
- Tech support Tier 2 & Tier 3

John Deere Industries
- Position: IT Intern - Local Tech Support and Infrastructure
- Duration: Jan/8th/2024 – Sep/5th/2024
- Responsibilities:

- Providing local tech support to users.
- Assisting in the maintenance and management of IT infrastructure.
- Troubleshooting hardware and software issues.
- Supporting network administration tasks.
- Hardware inventory administration.
- ServiceNow management.

Education:

Universidad Tecnológica Santa Catarina
- Degree: Engineering in Multiplatform Software Development and Management
- Duration: January 2024 - Present
- Description: Student in the learning process to become an engineer in the information technology branch.

Universidad Tecnológica Santa Catarina
- Degree: Superior Technician in IT/Software Development
- Status: Completed
- Description: Provided a strong foundation in technology and software expertise, preparing for advanced studies and professional work in IT.

Software and management platforms
- Microsoft 365 (Word, Excel, Power Point, Teams & Outlook)
- ServiceNow
- PowerBI (Basic)
- Visual Studio Code
- Jira
- GitHub
- ERP systems
- Active Directory
- Sharepoint (Basic)
- VDIs (VMWare horizon)
- Microsoft Intune

Languages

Spanish ●●●●● English ●●●●○