Jean Paul Delgado

Analista De Soporte TI

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PROFESSIONAL SUMMARY

Técnico de la carrera de Soporte y Mantenimiento de Equipos de Cómputo, con conocimientos en Ensamblaje de PC, instalación de cámaras, configuración de los servicios de Windows y Computación. Soy de aprendizaje rápido, puntual y sobre todo saber trabajar en equipo.

WORK EXPERIENCE

Analista TI | CENS   Jun 2024 - May 2025

- Developed and implemented IT solutions to optimize business efficiency and support company operations.
- Managed network configurations and ensured system security by conducting regular audits and updates.
- Collaborated with cross-functional teams to troubleshoot technical issues and deliver timely resolutions.
- Participated in the design and deployment of software applications, enhancing user experiences and operational workflows.
- Assisted in the evaluation and selection of technology vendors and tools, ensuring alignment with organizational needs.
- Provided technical support and training to staff, fostering a culture of technological proficiency and innovation.
- Monitored system performance and proactively identified areas for improvement to maintain optimal functionality.
- Conducted data analysis to generate actionable insights, aiding strategic decision-making and process enhancements.
- Assisted in the development of IT policies and procedures, promoting best practices across the organization.

Técnico De Telecomunicaciones. | BANDTEL SAC   Jan 2023 - Mar 2024

- Installed, configured, and maintained telecommunications systems and equipment to ensure optimal functionality and performance.
- Diagnosed and resolved technical issues related to telecommunications infrastructure, reducing downtime and increasing service efficiency.
- Collaborated with engineering teams to upgrade network systems based on client requirements and technological advancements.
- Conducted routine inspections and preventive maintenance to identify potential system failures and implement corrective actions.
- Provided technical support and training to end-users, enhancing their understanding and efficient use of the telecommunication systems.
- Managed project timelines and resources to successfully complete installations and upgrades within budget and deadline constraints.
- Generated detailed reports on system performance and project progress to inform stakeholders and facilitate strategic planning.
- Implemented and adhered to industry-standard safety protocols during the installation and maintenance of telecommunications equipment.
- Assisted in the development of customized telecommunication solutions by gathering and analyzing user requirements.
- Attended industry workshops and training sessions to stay updated on the latest technologies and methodologies in telecommunications.

Analista TI | CONSORCIO DHMONT   Jul 2021 - Jan 2023

- Implemented and maintained IT systems and infrastructure to support business operations, ensuring optimal performance and reliability.
- Collaborated with cross-functional teams to analyze and solve technical issues, enhancing operational efficiency and minimizing downtime.
- Managed and secured network environments, including configuration and troubleshooting of hardware and software systems.
- Conducted system audits and created detailed reports to enhance data accuracy and integrity.
- Developed and implemented IT policies and procedures to optimize system performance and ensure compliance with industry standards.
- Provided technical support and training to staff, fostering a knowledgeable and self-sufficient workforce.
- Monitored and managed IT resources to align with the organization's strategic objectives, facilitating smooth project execution.
- Researched and evaluated new technologies, recommending scalable solutions to improve business processes.
- Participated in the planning and execution of IT-related projects from inception to completion, delivering projects on time and within budget.
- Ensured data protection and cybersecurity by implementing regular system updates and security measures.

Constancia De Practicas De Soporte Técnico Periodo: 09/08/2019 - 14/02/2020 (6 Meses) | INFOUNI | COMAS Aug 2019 - Feb 2020

- Provided technical support and assistance to end users, addressing hardware and software issues efficiently.
- Troubleshot and resolved network connectivity problems, enhancing system performance and uptime.
- Assisted in the installation and configuration of computer systems and peripheral devices.
- Maintained and updated technical documentation and service logs for future reference and process improvement.
- Collaborated with a team of technicians to deliver timely support and minimize system downtimes.
- Conducted regular system audits to ensure compliance with company policies and industry standards.
- Assisted in training sessions for staff to improve technical understanding and user proficiency with software applications.
- Developed a user-friendly guide for troubleshooting common issues, reducing user dependency on technical support.

EDUCATION

INFORMATICA | Soporte TI Feb 2018 - Jan 2021

Senati | GPA: 4.5

EXPERT-LEVEL SKILLS

PC Assembly | Software Installation | Utility Programs | Excel Intermediate | Word Proficient | PowerPoint Skills | Windows Configuration | Structured Cabling | Network Installation | Security Cameras | Printer Configuration