



# Claudia Brasca

## Contact Details

claudiapbrasca@gmail.com

LinkedIn: [Claudia Brasca](#)

GitHub: [ClauBrasca](#)

## Core Competencies

Team Player

Leadership- People Management

Solving problem attitude

Self-taught person

Results driven-professional

## Languages

Spanish

English

Italian

German

Czech

## >>> \$ cd /about me

I am a hard-working and enthusiastic professional with a multicultural background and a knack for multitasking even under pressure. With a can-do attitude, I approach every challenge with energy and positivity, striving for excellence in all that I do. My diverse experiences and adaptability make me a valuable asset to any team, and I am confident in my ability to bring success to any project I undertake.

## >>> \$ git commit -m "professional objective"

I am eager to utilize my Service Desk Analyst skills to transition into a new role in the tech industry where I can further develop my professional skills and play a part in the team's success. My focus on delivering high-quality solutions and my drive to continuously improve will be valuable assets to the team.

## >>> for work in: experience

### IT Service desk analyst

SEP 2021 - PRESENT (MONSTARLAB s.r.o Czech Republic)

Troubleshoot like a pro! I'm the problem solver who dives deep to uncover the root of mobile app and web app issues. Quick on my feet, I ask the right questions to get to the bottom of things and own each challenge until it's fully resolved. With a keen eye for detail, I conduct QA testing to ensure top-notch results. If a problem persists, I escalate it to the right internal team and keep customers in the loop with prompt and accurate updates. I excel at juggling multiple priorities, documenting my technical know-how, and continuously seeking ways to improve processes and systems.

### Tourism Industry

2015-2021

With a background in tourism, I've honed my English communication skills through diverse tasks such as providing customer service, responding to emails, teaching scuba lessons, and creating social media content. Additionally, I have experience working effectively with teams from diverse cultural backgrounds and languages.

### Territory manager - Operative supervisor

2011-2015 (ESSO PETROLERA ARGENTINA SRL Exxonmobil subsidiary)

Leading with a mentor's touch, I transformed a team of 15 retail businesses and over 300 employees into a well-oiled machine. I supervised direct reports, converted 4 stores to a new brand, trained personnel, and tackled engineering issues with strategic planning - all within a record time of 3 months. I'm proud to have paved the way for more than 10 team members to move up the ranks and consistently hit all KPIs for 2 consecutive years as territory manager

### Category analyst - Site manager

1999-2015 (ESSO PETROLERA ARGENTINA SRL Exxonmobil subsidiary)

With a passion for creating and training, I made my mark as an analyst and trainer in Convenience Retailing, developing innovative Fast Food and Coffee recipes and leading workshops that trained over 2000 people. I took the lead on boarding and training initiatives, utilizing cutting-edge e-Learning technology to bring new hires up to speed. Acting as the go-to for vendor negotiations and product launches, I also developed resources to ensure top-notch food safety and audit procedures. And as a site manager, I expertly supervised a team of 50+ employees, juggling goods and gas audits, customer service, and company procedures with ease.



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## >>> continuous development /continuous improvement

### Skills & Tools

#### Office Tools

- Microsoft Office, Gmail - Calendar, Google Docs, Libre Office, Zoom, Meet and more.
- I prefer work with Linux (Ubuntu) or Mac.

#### Other Tools and Skills

- Zendesk
- Jira, Confluence Spaces, Documentation maintenance, Trello.
- Andriod Studio / Tools
- Charles Proxy
- Basic knowledge AWS (starting Practitioner course)
- Test Rail
- Postman, Swagger (basic knowledge for testing)
- GitHub
- App Store and Google Store management
- Capable to configure the basis of Alexa and Google Actions and request certification
- Testing apps using Android and iPhone (QA skills)
- MySQL for basic searching and DDBB management

#### DevOps training

- AWS Cloud Practitioner Essentials
- AWS Solution Architect (on going)
- Terraform (basic knowledge)
- Bash (basic knowledge)
- Vim text editor (basic knowledge)

## >>> \$ cd /backup\_file

### FORMAL EDUCATION

Biological Sciences Professor

MAR DEL PLATA UNIVERSITY - ARGENTINA

High School - Graduate

MEDIUM EDUCATION SCHOOL #25 - BUENOS AIRES - ARGENTINA

### OTHER EDUCATION

Courses on personnel management, customer service, leadership, results orientation, teamwork, etc. Training Department ESSO Petrolera Argentina SRL.  
PADI Dive Instructor and First Aid Instructor. Lifeguard. Recreational boat skipper.

## >>> SELECT from \* WHERE "personal information"

Nationalities: Italian - Argentinian

Current address: Prague, Czeck Republic.