

Mikel Garcia Melgosa

Nationality:Spanish

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WORK EXPERIENCE

Senior Systems Technician

Systems Group [13/10/2020 – 21/12/2020]

City:Bilbao

Country:Spain

- IT Ticket management through BMC Remedy and remotely via Landesk Remote, hardware and software, management of videoconference rooms with Internal System and Cisco WebEx (currently new system in implementation).
- Configuration of laptop and desktop equipment (DELL and HP), Windows 7 and Windows 10 with LANDESK tool
- User service via Landesk Remote and in-situ.Punctually to VIP users
- Management of corporate material backups (hard disks, laptops...), change of personalized equipment (on client office).

VIP User Support Technician

Helphone Servicios Informaticos [03/01/2019 – 26/06/2020]

City:Bilbao

Country:Spain

- Setup and troubleshoot Hardware and Software Incidents (Lenovo laptops)
- VC system problem resolution (Cisco,Tanberg,Polycom trio) during executive meetings.
- Setup and configuration of mobile corporate devices (Apple and Android) and managing them through MDM Airwatch and Microsoft Intune..
- Face-to-face assistance to corporate events: General Shareholders' Meeting 2019, corporate meetings in business rooms...
- Printer incident management and troubleshooting on user level (Canon).

Helpdesk Technician I

Viewnext S.A [15/02/2018 – 31/12/2019]

Population:Bilbao

Country:Spain

- 24x7 Incident Monitoring and Resolution with the BMC Impact Explorer tool nationally and internationally (Ireland and Italy)
- Create weekly and monthly reports with Excel 2016 and PowerPoint 2016

Software Support Specialist

Radical Systems UK Ltd [04/04/2016 – 17/02/2018]

City: Guildford

Country: United Kingdom

- Incident management via telephone and on-site to domestic and international users (UK, China, Germany, France, Brasil...)
- Program setup and maintenance
- Integrating interfaces with access control programs
- Backup management
- Create custom reports through user-friendly SQL and XML scripts
- Remote and customer training for the software in question
- Translation of the program into Spanish

Helpdesk ICT Support Specialist

Connectis ICT SAU [15/03/2013 – 31/03/2016]

Population: Bilbao

Country: Spain

- Monitoring, incident management and changes and changes with the BMC Remedy tool (international and national scope).
- Exchange of emails/phone calls with the UK, India and the US.
- Performing IPL tasks (server start/stop and maintenance tasks)
- Package and distribution management across all environments (integration, development, and production) with the Tivoli Distribution Manager tool
- Managing backup and tape changes on IBM servers using Veritas BackupExec
- Perform daily tasks with Lotus Notes
- Planning and monitoring of jobs in the ZOS emulator
- Planning and launching packages to SAP environments, with SAP GUI

Quality Assurance Technician - Internship

Panda Security S.A [01/01/2011 – 31/12/2011]

City:Bilbao

Country:Spain

- Certification of special versions of the 2011 and 2012 consumer range
- Testing of consumer products in collaboration with the technical team and incident management.
- Review of the language of consumer products.
- Database management in the Quality Product area in Visual Studio 2008 and SQL Server.
- End to End tests.
- Management of the test machines in the area (installation and update of the Operating System in 23 different languages).

EDUCATION AND TRAINING

Advanced Technician on Computer System and Network Administration

Colegio Zababuru (Private Secondary Technical School) [07/09/2011 – 20/06/2013]

Advanced Technician on Computer Application Development

Colegio Zababuru (Private Secondary Technical School) [08/09/2008 – 20/06/2010]

Master in Marketing and Social Media

EF San Francisco International School [05/01/2012 – 17/08/2012]

Summer course in English B2

Open Hearts International College (Miami) [30/06/2010 – 30/07/2010]

Summer course in English B2

Vanguard University of Southern California [30/06/2009 – 30/07/2009]

LANGUAGE SKILLS

Mother tongue(s):

Spanish

English

HEARING COMPREHENSION: C1

READING UNDERSTANDING: C1
UNDERSTANDING: C1

ORAL PRODUCTION: C1 ORAL INTERACTION:
C1

Basque

HEARING COMPREHENSION: C2

READING UNDERSTANDING: C2 UNDERSTANDING: C2

ORAL PRODUCTION: C2 ORAL INTERACTION: C2

DIGITAL SKILLS

MDM / Virtualization / Network Management / Troubleshooting / Onsite and Remote Customer Support / X ML / Sybase / SQL / HTML CSS / Windows 10 / Office 365 user and group management / Incident management / ServiceNow ticketing / Microsoft inTune / Apple mobile devices support / Android mobile device support / SUPPORT CISCO Tanberg VC system / Skype for Business