

Daniel Goeloe Guzman

IT Support/IT
Specialist

Contacts

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Personal Statement

I am a highly curious and ambitious individual looking to grow in the IT field. I have attended one of the top schools in the country for IT and I aim to continue my journey in this sector. I excel at problem-solving in the workplace, always striving to find every possible solution.

My main goal is to leverage my knowledge across various aspects of technology and to find a domain that simultaneously captures my enthusiasm and helps me enhance my skills.

I am a very cheerful and sociable person with a strong desire to make others happy. In my free time, I enjoy going to the gym and sometimes playing basketball on weekends, as I appreciate the collaborative spirit, teamwork, and fun it brings. My greatest ambition is to continually aim high in my expectations to constantly improve myself.

SKILLS

- SQL / Oracle/ T-SQL(intermediate)
- Java (Basic)
- Linux (Basic)
- Html & CSS (Basic)
- Java Eclipse (Basic)
- DB SQL Server (Intermediate)
- .Net (Basic)
- Visual Studio (Intermediate)
- Troubleshooting (Intermediate)
- Database Administrator (Intermediate)
- Log Management (Intemediate)

Languages:

- English (Proficient)
- Spanish (Fluent)
- Italian (Fluent)

Education

HIGH SCHOOL ITIS ENRICO FERMI MANTOVA Italy

2017 - 2022

Diploma in Computer Science

Experience:

IT/Help Desk Support, REPLICA SISTEMI

February 2024 - February 2025

Assigned to technical support, where problems related to back-end management systems were addressed. Through the tickets I managed the flow of customer requests, solving their problems and assisting them in the best way. Most of the problems that occurred that I dealt with were troubleshooting problems resulting from scripts, code, logs, backups, system errors, slow performance, or complete freezes. Not only did I identify problems, but I also proposed solutions and alternatives to meet customer demands and improve my company's performance. I had a direct relationship with them via ticket or by phone. In the second part of the role, because they leveled me up, I interacted with customers in a more direct and professional way, providing IT support and meeting their needs. In this position I learned to use management and IT systems giving support!

Shipping Office Assistant/Help Desk Support, TRANSFILM July 2022 - Dec 2023

Carried out a variety of tasks, including managing pickup and delivery points and troubleshooting issues in the daily workflow via calls, emails, and chats. Perform a proper check to see if there are any errors in the system used by the company, I had the task of identifying and correcting them. In addition, I assisted customers and the company's price management, handling between 50 and 100 calls, I learned how to work effectively in a team, as the team consisted of 8-10 colleagues who shared ideas and supported each other. I found this environment very stimulating, friendly and professional.

This position made me learn how to communicate with customers and how to assist them in the best way.