

David Rosales Alvarez

📍 Mexico City, Mexico (Remote-Ready). 32 years old

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🖱 GitHub: github.com/daverosales

👤 About Me

IT professional with over 6 years of experience in technical support, systems administration, and CRM platforms. Skilled in troubleshooting incidents, managing ITSM tools such as ServiceNow and Salesforce, and automating tasks through Shell scripting. Former Knowledge Manager at Tata, experienced in documenting support processes and working closely with development, QA, and infrastructure teams. Passionate about maintaining stable systems and delivering quality support.

👛 Professional Experience

Senior IT Product Support

Marsh McLennan – Hybrid, Mexico City | Nov 2023 – Mar 2025

- Delivered high-quality end-user support across enterprise systems and apps.
- Maintained SLA compliance; escalated tickets to L3 teams when needed.
- Kept knowledge base and documentation systems updated.
- Used ServiceNow, PowerShell, VBScript, and Unix/Linux tools.

End User Support Manager

Softtek – Remote, Aguascalientes | Jun 2019 – Aug 2023

- Led service desk and monitoring support operations.
- Automated tasks with scripting tools like Power BI and Python.
- Managed ticket flow, onboarding/offboarding, and desktop troubleshooting.
- Mentored junior support staff and coordinated issue resolution with global teams.

IT Support Specialist & Knowledge Mgmt. Officer

Tata Consultancy Services – Querétaro | Jun 2018 – Jun 2019

- Provided remote and onsite support to users across LATAM and North America.
- Handled Active Directory tasks, troubleshooting, and ITIL-aligned processes.
- Led small projects and trained team members in support workflows.

🧠 Skills & Technologies

- **Operating Systems:** Linux (Ubuntu, CentOS), macOS
- **Support & IT Operations:** ServiceNow, Freshdesk, Active Directory, Citrix, CheckMK, SAP, Microsoft Endpoint Manager, Windows Admin.
- **Virtualization & Networking:** Parallels, VPN, Basic network configuration.
- **Web Development and Database (learning/using):** Python, HTML5, CSS3, JavaScript, React.js, Git/GitHub, Django, Bootstrap, PostgreSQL and MySQL
- **Scripting:** Shell, Bash, zsh, PowerShell
- **Servers:** Tomcat, Apache HTTP server
- **Soft Skills:** Problem-solving, multitasking, team leadership, documentation, mentoring, communication

Languages

Spanish: Native

Portuguese: Intermediate (B1)

English: Advanced (C1)

French: Advanced (B2)

Education & Certifications

Fullstack Web Development (Python) – In Progress

Personal Projects & Online Bootcamps (Coursera, Udemy, Platzi)

Bachelor's Degree in French Language and Linguistics

Universidad Autónoma de Querétaro | 2014 – 2018

Certifications:

- ITIL Foundations
- Microsoft Power BI for Beginners (Udemy)
- Python for Everybody (Coursera)

Extras

- Passionate about tech, continuous learning, and excellent problem-solving and ticket-handling experience.
 - Strong documentation and communication skills.
 - Enthusiastic about continuous learning and system optimization.
 - Currently building personal projects to solidify fullstack skills.
 - Open to remote or hybrid opportunities in technical support or junior development roles.
- ✅ Available immediately | 💰 Salary Expectation: Negotiable depending on role and location | 🌐 Remote-Ready