

ESTEBAN BRAVO

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Location: CABA, Argentina

PROFESSIONAL EXPERIENCE

Excis Compliance - Field Support Specialist SSR;

Mar 2022 - Now

- Assisted with troubleshooting, diagnosing, and resolving hardware and software issues remotely and onsite.
- Maintained accurate records of incidents and resolutions for future reference.
- Created detailed documentation of all processes related to field support activities.
- Managed inventory of IT assets deployed in the field environment.
- Identified opportunities to improve existing processes or develop new ones.
- Tracked ticket statuses using a ticketing system and updated customers accordingly.

Voolkia Software & Services – IT Support Specialist JR

June 2021 – Mar 2022

- Provided technical support to clients via phone, email, and remote access.
- Configured workstations, networks, servers, and printers for end users.
- Performed regular maintenance checks on computer hardware components.

CEDIAC – Help Desk JR

Aug 2018 – Sep 2020

- Provided technical support to end-users on a variety of computer software and hardware issues.
- Installed, configured, tested, and maintained operating systems, application software, and system management tools.

EDUCATION

CompTIA Security+ 701 | CompTIA | Sep 2024

Computer Science | National University of Quilmes | Mar 2022 – Dec 2026

Personal And Professional Computer Technician | Florentino Ameghino Technical High School | Mar 2012 – Dec 2018

SKILLS & TOOLS

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| • Networking (TCP/IP DHCP VPN DNS) | • Remote Support |
| • Service Now | • Asset Management |
| • Microsoft Active Directory | • Incident Management |
| • Office 365 | • Application Support |

LANGUAGES

- Spanish – Native
- English – Upper Intermediate (B2)