FACUNDO EZEQUIEL ROBLES

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ABOUT ME

I am a developing professional in the IT field, with experience in web development and cybersecurity. I stand out for my responsibility, quick adaptability, teamwork, and attention to detail. In the B2B Sales field, I gained solid knowledge of digital solutions such as SVP, Cloud, and Office tools, training my colleagues and clearly explaining how the products work. I also participated in Cybersecurity awareness programs for older adults, helping them protect their data and navigate the internet safely. My goal is to grow professionally in Full Stack web development, data analysis, and cybersecurity, applying agile methodologies such as Scrum, coordinating teams, and ensuring high-quality deliverables.

WORK EXPERIENCE

Teleperformance   2020 - Present

B2B Sales Executive, 2024 – Present

- Corporate account management and administrative support, ensuring efficiency and customer satisfaction.
- Coordination of documentation and contract compliance, optimizing internal processes.
- Data analysis support: information control using Excel and Google Drive, and preparation of strategic reports.

Customer Service Executive, 2020 – 2024

- Personalized and multichannel customer service, ensuring positive experiences.
- Effective resolution of issues and inquiries, guaranteeing customer satisfaction and loyalty.

Computer Technician – Independent Work   2018 - Present

- Repair and maintenance of IT services, ensuring proper system performance.
- Installation and configuration of operating systems and applications, optimizing user experience.

Graphic Design & Customer Service – Imprenta Encuadernación Tucumán   2013 - Present

- Personalized client consulting, identifying needs and proposing creative solutions.
- Comprehensive order management, from requirement gathering to quality control and delivery.

EDUCATION

Universidad Tecnológica Nacional   2016 - Present

Advanced Technician in Programming

- Currently pursuing studies. Thesis in progress.

COURSES

Offensive Cybersecurity (Red Team)   2025

- EndPoint

Full Stack Web Developer   2024

- Argentina Programa 4.0 - Gobierno de Buenos Aires

Web Development from Scratch   2023

- EGG LIVE

Technical Support in Software and Hardware   2018

- INI Capacitación – Tucumán

PROJECTS

CiberSeguridadPy

Technologies: Python, Terminal/Console

- Backend tool for active scanning of TCP/UDP ports on local or remote networks, and a generic password generator to help create a secure password.

CyberTools – Cybersecurity with Python

Technologies: HTML5, CSS3, JavaScript, Bootstrap, and Python

- Platform where users can register, add links to social media (Instagram, YouTube, Facebook, etc.), and customize their profile. Website: cybertools-3f82.onrender.com

DevTree (Clon de LinkTree)

Technologies: React, Vite, TailwindCSS, Node.js, Express, NPM, TypeScript, Cloudinary, and MongoDB

- Platform where users can register, add links to social media (Instagram, YouTube, Facebook, etc.), and customize their profile— all in one place.

SKILLS AND LANGUAGES

- **Technical Skills:** Microsoft 365, Google Workspace, Microsoft Excel, Microsoft Word, Google Sheets, PowerPoint, Google Drive, Formularios de Google, Canva, SketchUp, Tinkercad, Bambu Studio, Ultimaker Cura, Windows, Linux, Kali Linux, Visual Code, Visual Studio, SQL Server, MySQL Workbench, MongoDB, Atlas, Postman, PowerShell, Terminales/Consolas, GitHub, GitBash, CRM (SalesForce y NOSIS), HTML, CSS, JavaScript (ES6+), Bootstrap, Python, NodeJs, TypeScript, React, Vite, TailwindCSS, ExpressJS, NestJS, npm, CloudDinary, Azure, AWS, MySQL, SQL, MongoDB (No SQL), Metasploit, Burp Suite, Nmap, Wireshark, Conocimientos en vulnerabilidades de OWASP, Análisis de redes
- **Languages:** Basic English.