

Gabriela Prado Perez

IT SUPPORT SPECIALIST 



Contact Me

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About me

Dedicated and highly skilled professional with a Master's Degree in Information Systems, extensive practical experience, and a solid educational background in computer science. Seeking to leverage my technical expertise and problem-solving skills in an IT-related role, with a particular interest in cybersecurity, system support, and quality assurance.

Work Experiences

IT Support Specialist & QA Tester

Swisslinx AG, Zurich Switzerland

05.2022 - present

- Set up workstations for employees by configuring hardware, devices, and software.
- Assisting in deploying release fixes by working with the software development team on reported errors and bugs in newly released software.
- Creating support documentation that empowered and enabled the user community to expand their skills, take advantage of system features, and find answers to questions without the need for assistance from the support team.
- Working with vendors to track down replacement parts and troubleshoot complex issues.
- Configuring and maintaining virtual private networks (VPNs), enabling secure remote access for employees, and ensuring data privacy.
- Providing support and troubleshooting issues for internal applications
- Handle service requests via calls, email, chatrooms, and ticketing systems

Desktop Support Technician

Google via Astreya, Zurich, Switzerland

06.2021 - 04.2022

- Responded to end-user support requests and patiently guided people through basic troubleshooting tasks.
- Assisted with inventory and asset management, conference room preventative maintenance, and e-recycling
- OS(Windows, Chrome, Linux & iOS) imaging and deployment
- Supported a complex and fast-paced environment focused on video conference rooms with outstanding attention to stakeholders' satisfaction
- Use ticketing systems to report individual work accomplishments and to track SLAs
- Google Cloud Monitoring and Logging to track performance metrics, diagnose issues, and generate automated alerts
- Performed troubleshooting, repairs, laptop and desktop imaging, deployment, and recovery, as well as printer support

Education

MSc Information Systems 2019 - 2022

University of Liechtenstein, Vaduz

Projects:

- Developed an automated consumable box, based on LoRaWAN IoT technology
- Created a new Digital Strategy for a start-up Creative Switzerland
- Created a web platform with Django and worked in a team using GitHub

BS Computer Science 2009 - 2013

University of Economics Varna, Bulgaria

Entrepreneurship HS 2004 - 2009

Financial business high school, Montana, Bulgaria

Technical skills

PM Tools: Trello, Jira, Azure DevOps 

Signavio BPM   

Zoom   

Meet    

SharePoint   

Exchange Server  

Windows Server 2019 

Adobe Illustrator  

Soft skills

  

 

Business Process Management Trainee

VAT Vakuumventile AG, Haag, Switzerland 12.2020 – 05.2021

- Process modeled with Signavio tool
- Provided general administrative assistance and support
- Created teaching materials for Fuse (videos and presentations)
- Maintenance of the social media websites

Fund Administrator Back office

Scarabaeus Wealth Management, Vaduz, FL 09.2016 – 04.2019

- Evaluated and calculated NAVs of collective investment schemes on a daily basis
- Effectively monitored and controlled deposit accounts (securities, cash)
- Efficiently prepared semi and yearly reports, accountable and controlled the shares
- Independently worked on fast-paced projects with multiple stakeholders
- Proficiently booked all relevant events (bank statements, corporate actions) in the fund booking system

Boutique Manager

Island Breeze, Maldives 12.2014 – 11.2015

- Planned, monitored, and coached all employees
- Successfully maintained store staff and maintained of the functionality of the store (ordering goods, inventory management)

Languages

Bulgarian

Native language

English

Advanced (C1, University studies in English)

German

Elementary (A2, HDS Rorschach, St. Gallen)

Interests

Traveling

Opens up my mind, meeting new people, exploring new cultures and gain more life experience

Sports

All kinds of outdoor activities

Photography

Nature landscapes and drone flying

References

Available upon request