VITTORIO DURIGUTTI

Looking for new professional oportunities, and to pursue a challenging and rewarding career as a telecommunications and IT engineer, that allows me to apply my knowledge and skills in the field, as well as to learn from experienced professionals and grow within the company. Eager to learn new technologies and methodologies, and to take on new challenges and responsibilities.

CONTACT

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LANGUAGES

- English: C2
(https://www.efset.org/cert/R7Qvyq)
- Spanish: Native

TOOLS

- Remedy Ticket Managment
- CRM (amdocs/T3)
- Excel
- Jira/Trello
- Office 365 n Microsoft office suite
- Clouders
- Cisco Packet Tracer

SKILLS

- Familiar with the standards and protocols of telecommunications systems, such as GSM, CDMA, LTE, VoIP, PSTN, FTTH/N, and Wi-Fi.
- Basic HTLM/CSS/JS/React/PYHTON
- Troubleshotting
- Organization
- Costumer service/support expert
- Strategic thinking and problem solving

EXPERIENCE

Straton Chaco S.A | Telecom Technical Support B2B (2016 to 2020) | Movistar - TASA
Córdoba, Argentina – B° General Paz, 25 de Mayo 1440, CP5000
References: Barbagelata Paula, KONECTA, Tech Support B2B Leader

Straton Chaco S.A | Telecom Help Desk T2- Special Management B2B (2020 - Currently) | Movistar - TASA
Córdoba, Argentina - B° General Paz, 25 de Mayo 1440, CP5000
References: Peralta Carolina, KONECTA, Tech Support B2B Leader

- Use ticketing systems to manage and process actions taken
- Identified and solved technical issues with a variety of diagnostic tools
- Resolved customer issues in a clear, well-registered, fast manner using variety of systems, and interconnecting or scalating the issues with the corresponding team
- Followed up with clients to ensure optimal customer satisfaction
- Remained up-to-date on the latest technologies and company products
- Register the process, teams, times and tools requiered to solve uncommond cases, to later be added to standart process
- Validate and authorize repairs convalidating the well done job or acting in case where the job o repair was not well done

COURSES & PROYECTS

CCNA (200-301) - In progress

Google IT Support

5G and 4G-LTE Telecom Training

EDUCATION

Colegio Integral de Educación Río Grande (CIERG)
- HighSchool - Períod 2007 - 2012