

Juan Camilo Morales López

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Professional Profile

Passionate about science and information, proactive, responsible, and adaptable professional with a strong learning ability and results-oriented mindset. Computer Engineering student with a solid technical foundation and a strong commitment to developing efficient and secure technological solutions. Experience in technical support, systems administration, team leadership, and software development, focused on continuous improvement and service quality.

Professional Experience

Punto de Servicios S.A. — Bogotá, Colombia

Technical Lead / Support and Technical Services Management

Jan 2025 – Aug 2025

- Leadership and management of technical support teams at a national level.
- Administration of Windows Server, Active Directory, and Group Policies.
- Firewall configuration and infrastructure security hardening.
- Microsoft 365 administration (accounts, permissions, and services).
- Resolution of complex technical issues and escalation to vendors.
- Monitoring of technical performance metrics and customer experience (CX).

Systems Technician

Jan 2024 – Jan 2025

- Hardware diagnostics and repair for Lenovo, HP, ASUS, Acer, and MSI devices.
- Installation and configuration of operating systems and software.
- Preventive maintenance, performance optimization, and remote support.
- Basic LAN and WiFi network configuration and troubleshooting.

Freelance Software Developer — Remote

Dec 2020 – May 2025

- Development of web and desktop applications for small businesses.
- Use of HTML, CSS, JavaScript, Python, and PHP.
- Management of relational databases (MySQL and PostgreSQL).
- Application of basic cybersecurity best practices.

Gasco Companies (Unigas / Vidagas) — Tunja, Colombia

Systems Technician

Jan 2021 – Dec 2022

- Technical support for internal users and maintenance of IT equipment.
- Basic LAN network administration and backup management.
- IT asset inventory management and end-user training.

Education and Certifications

Computer Engineering — UNIR (In progress, 9th semester)

Authorized Lenovo Technical Certification (150 hours)

Cisco: Introduction to Cybersecurity (100 hours)

Cybersecurity Fundamentals and Risk Management (280 hours)

IT Security Controls (40 hours)

Electrical Installations Services (40 hours)

High School Diploma

Skills

Technical: Python, Java, HTML/CSS, JavaScript, Linux, Windows Server, SQL/MySQL, Cybersecurity, Fortinet, IT Auditing, Risk Management, LAN/WAN Networking.

Soft Skills: Leadership, Effective Communication, Problem Solving, Teamwork, Critical Thinking, Adaptability, Time Management, Results-Oriented Mindset, Decision-Making, Continuous Learning.

Languages

English (B2) • Italian (A1) • Portuguese (A1)