MARCO
ESTRADA

COLLEGE STUDENT

✉ emarc0@outlook.com

📞 +507 6178-0918

📍 Panama, Condado del Rey

in [Marco Estrada](#)

EDUCATION

TECHNOLOGY HIGH SCHOOL DIPLOMA
2019 - Jovenes y Adultos La Chorrera High School.

PROGRAMMING COURSES
2020 - INADEH Introduction to programming, database courses...

COMPUTER SCIENCIE INGENIEERING
2020 - 2022 Panama Technological University

BACHELORS DEGREE IN SOFTWARE DEVELOPMENT
2022 Current - Panama Technological University

HABILITIES

- Communication Skills
- Fast learning.
- Team Work.
- HelpDesk Support.
- Work under presure.

TOOLS

- Office Suite (Mid-Advanced).
- Software & Hardware tools.
- Adobe Suite.
- Fiserv.

LANGUAGES

Spanish: Native.
English: Advanced.

ABOUT ME

I consider myself as a proactive person, with a lot of energy and professionalism with focus on my professional future and ideas, full of enthusiasm to continue in the professional environment.

EXPERIENCE

MEDUCA

IT HelpDesk Internship | NOV 2019

Entry level help desk assisting on IT solutions, assisted in network installations with RJ45 cables, data entry and reporting, providing solutions on hardware and software equipment, including desktop, laptop devices, printers and audio installation.
- IT Assistance.
- Data entry.
- Network installation.
- Hardware installation.

GRUPO TECHNICAL

Project Assistant | JAN - DEC 2022
Construction site general assistant, in charge of cleaning and helping with the installation/remodeling of gypsum, plumbing, tiles, demolition and electrical circuits.

- Experience with construction tools.
- Safety.
- Site cleaning.

HEXAGON BPO SOLUTIONS

Customer Service Agent | JAN - JUN 2023

Front line agent providing customer service and support to users on baking issues, provided assistance and analysis on further inquiries based on the customer needs.
Provided further assistance on additional issues by utilizing tools as Fiserv.

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EXPERIENCE

HEXAGON BPO SOLUTIONS

Project Operations Manager | JUN - DEC 2023
Operations Manager in charge of a team, ensuring that front agents provide the best customer service, taking care of metrics, company goals, creating and presenting weekly reports.
Provided additional assistance to agents, providing feedback and ensuring that the workflow stays consistent and efficient, ensuring that the efficiency is not affected by technical or hardware issues on site.

STAR CONTACT S.A

Customer Support Agent | FEB - MAR 2024

Provided technical support on customer hardware issues on home security hardware. Giving solutions scheduling services to ensure repairs.
- Multitasking.
- Customer Experience.
- Office Suite.
- Troubleshooting.

DELL TECHNOLOGIES

Senior Technician| MAY 2024 - CURRENT

Senior Technician, providing customers and end users with diagnosis, assistance and repair solutions, based on software and hardware issues via chat, email or remotely, ensuring a fast and accurate resolution on IT issues.
Managing tickets from customers, following up closely during the process and/or status of any concerns related to devices, ensuring a great customer experience.

- HelpDesk Support
- Multitasking.
- English.
- Remote assistance.
- IT Support.
- Customer Service.
- Tickets.
- Work under pressure.
- Software and Hardware diagnosis.