

## Contactar

joelvargasapolinario@gmail.com

www.linkedin.com/in/joel-vargas-2540a419a (LinkedIn)

## Aptitudes principales

Analytical Skills

Teamwork

Excellent communication

## Languages

Spanish (Native or Bilingual)

English (Full Professional)

## Certifications

Certified Linux Administrator (LPIC-1)

Linux Essential

# Joel Vargas

Frontend Developer at Centennial College  
Canadá

## Experiencia

Centennial College  
Frontend Developer  
junio de 2021 - Present (5 meses)  
Ontario, Canada

mGage, a Vivial Company  
Network Operation Center Analyst II  
noviembre de 2017 - mayo de 2021 (3 años 7 meses)  
Atlanta, Georgia, United States | Partially remote

As an analyst in the network operation center my main responsibilities are detect and troubleshoot servers, network, and software problems. In case the issue or incident correspond to another internal or external team, follow the appropriate escalation channels. Also, create custom queries as per the client requirements and provide assistance to any inquiry regarding technical matters.

### Technologies

- Linux/Centos, Expect, bash scripting, Restful API
- PostgreSQL, MySQL, Oracle
- Confluence, Jira

### Nexton

IT Talent Specialist  
febrero de 2020 - febrero de 2021 (1 año 1 mes)  
Lewes, Delaware, United States | Remote

I used my technical and academic background in the IT industry to analyze prospects' profiles and define a suitable opportunity for them, based on area of expertise, technologies, current and past industries.

### FDH

Technical Support Specialist  
julio de 2017 - noviembre de 2017 (5 meses)  
Santo Domingo

My main role as a technical support specialist was to provide technical assistance to either businesses or customers that are experiencing hardware or software issues. Also, managed credentials and privileges of the user within the domain.

## OPITEL

### Technical Support Representative

febrero de 2010 - septiembre de 2010 (8 meses)

Santo Domingo, Dominican Republic

As a technical support representative I answered incoming phone calls from customers and troubleshoot their technical problems with their internet connection and follow the appropriate escalation channels when needed

---

## Educación

### Pontificia Universidad Católica Madre y Maestra

Bachelor, Telematics Engineering · (2011 - 2017)

### Tompkins Cortland Community College

Associate's degree, Computer Technology/Computer Systems Technology · (mayo de 2012 - agosto de 2014)