

LIZETTE JOHANA ROMERO ESTUPIÑAN

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Technical Support Analyst – CLUE

- Programming: Java, Python, JavaScript, HTML, CSS, SQL
- Development Tools: Git/GitHub, VS Code, IntelliJ IDEA, Eclipse
- Databases: MySQL, PostgreSQL
- IT Support & Networking: Windows 10/11, Microsoft Office 365, Active Directory, VPN, RSA, IT Ticketing Systems
- Remote Support: Anydesk, LogMeIn, Webex, Microsoft Teams, Zoom
- Soft Skills: Problem-Solving, Team Collaboration, Customer Service

Educational Experience

George Brown College, Toronto, Canada

Computer Programming and Analysis (Advanced Diploma) – January 2024 – Present

- Software development using Java and Python
- Web development with HTML, CSS, and JavaScript
- Database management and SQL queries
- Software Development Life Cycle (SDLC) methodologies

Santander Institute of Technology, Colombia

Designer and Business Management Technology – Graduated August 2019

Relevant Work (Professional) Experience

Estee Lauder Company – Manpower – Pre-Weigh Operator (Mar 2022 – Present)

- Ensured compliance with safety regulations and GMP guidelines

LCBO – Customer Service Representative (Nov 2022 – Dec 2022)

- Managed cash transactions and provided retail sales assistance.

Edusys Systems – IT Support Specialist (Feb 2019 – Dec 2021)

- Provided technical support to schools, troubleshooting IT issues via phone and remote tools
- Assisted professors in resolving platform issues (Zoom, Microsoft Teams)
- Managed service requests efficiently, ensuring minimal downtime

Contactamos (Digitex – Telefonica Movistar) – Call Center Analyst (Feb 2018 – Feb 2019)

- Monitored and optimized technical support processes for Telebucaramanga and Metrotel
- Analyzed key performance indicators (KPIs) to improve service quality

Atento Colombia (Telefónica) – Supervisor & Trainer (Oct 2014 – Dec 2017)

- Supervised technical support agents, ensuring productivity and compliance with SLAs
- Conducted training sessions for technical support teams on IT troubleshooting and customer service.