LIZETTE JOHANA ROMERO ESTUPINAN

647-291-4782 | johana1221@hotmail.com

- Knowledgeable in React, Angular, JavaScript, HTML and Windows environments. Quick learner with adaptability to new technologies.
- IT Support & Troubleshooting: Windows 10/11, Microsoft Office 365, Active Directory, VPN, MDM
- Remote Support & Networking: Anydesk, LogMeIn, Webex, Microsoft Teams, Zoom, basic networking.
- Customer Support & Process Optimization
- User Training & SaaS Support
- Problem-Solving & Troubleshooting
- Team Collaboration & Process Efficiency
- Time Management & Organizational Skills

Educational Experience

Computer Programming and Analysis   Jan 2024 - Apr 2025
George Brown College, Toronto, ON
- Full-stack development and software optimization.
- Implementation of agile methodologies in software development.
- Debugging and troubleshooting applications.

Technology in Design and Business Management   2015 – 2019
Santander Institute of Technology, Colombia
- Strategic management and market analysis.
- Operational planning and project management.

Relevant Work (Professional) Experience

Pre-Weigh Operator   2022 – 2025
Estee Lauder Company – Manpower
- Ensured compliance with safety regulations and GMP guidelines.

Technical Support Specialist   Feb 2019 - Dec 2021
Edusys Systems
- Provided IT support to educational institutions through remote assistance.
- Troubleshot platform issues on Zoom and Microsoft Teams.

Call Center Analyst   Feb 2018 - Feb 2019
Contactamos (Digitex - Telefónica Movistar)
- Analyzed performance indicators and proposed service quality improvements.

Technical Support Supervisor & Trainer   Oct 2014 - Dec 2017
Atento Colombia (Telefónica)
- Supervised technical support agents, ensuring productivity and compliance with SLAs.
- Conducted training sessions for technical support teams, focusing on troubleshooting, customer service, and best practices.
- Evaluated employee performance, provided feedback, and maintained process documentation.
- Generated reports on operational management and payroll processing.