Jeausthin Ibrayn Reyes Miranda

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Summary

Advanced student in Computer Systems Engineering with solid knowledge in telecommunications acquired through my technical training. My outstanding ability to learn and adapt has been crucial during my 2 and a half years of work experience in technical support. I had the opportunity to work as a contractor for two major telecommunications companies in the United States, EarthLink and Network Solutions, performing my duties exclusively in English. Furthermore, I have experience actively participating in development projects, using various programming languages such as Python, Java, JavaScript, C# .Net, PHP, HTML, and CSS. My expertise also extends to databases, including SQL Server and MySQL.

Experience

Technical Support Specialist - 07/2021 - present.
Movate (EarthLink, Network Solutions, Ocenture) - Heredia

- Installation and configuration of network devices, including routers, modems, repeaters, and DSL, for both home and corporate environments.
- Installation and configuration of telephone systems, cable television, and satellite systems, ensuring reliable connectivity and high-quality options.
- Attention and troubleshooting of network devices for home and businesses, ensuring uninterrupted connectivity.
- Maintenance of electronic devices vital to the operation of network services, ensuring their availability and efficiency.
- Effective remote support in addressing issues related to email servers, ensuring the continuity of business communications.
- Installation and configuration of email services on local devices, including computers and mobile devices, with extensive knowledge in Windows, Linux, and MacOS operating systems.
- Configuration and assistance with incoming and outgoing mail servers, ensuring effective and secure communication through the Simple Mail Transfer Protocol.
- Installation and configuration of security software for computing devices with Windows, Linux, and MacOS operating systems, ensuring the protection of information and privacy.
- Recovery and backup of emails hosted on servers, ensuring the integrity and availability of critical organizational data.