# JULIAN **DIAZ**

## **Electronic** Engineer

## EDUCATION

**PRIMARY SCHOOL** / 1990 - 1995
School Nuestra Señora del Carmen: Bogotá - Colombia

**HIGH SCHOOL** / 1995 - 2000
School Jose Allamano: Background IT. Bogotá - Colombia.

**ELECTRONIC ENGINEERING DEGREE** / 2001 - 2006
University of San Buenaventura: Bogotá - Colombia.

**CISCO CCNA CERTIFICATION** / 2007 - 2008
National University : Bogotá - Colombia.

**CERTIFICATION ITIL FOUNDATION** / 2015
Global Knowledge: Bogotá - Colombia.

**WINDOWS SERVER 2012 ADMINISTRATION** / 2016
networkfaculty.com

**CERTIFICATION ELASTIX CERTIFIED** / 2016
www.elastix.com

**CERTIFICATION LPI LINUX ESSENTIALS** / 2017
lpi.org/v/LPI000374656/w8uw3wbm7p

**ACADEMIC ENGLISH** / 2018
Worldwide School of English: Auckland – New Zealand.

**COMPUTING SUPPORT (DEP)** / PRESENT
Institut TECCART: Montreal – Canada.

## WORK EXPERIENCE

**AVIANCA** / 2006
Support Engineer: SAP management. Create and upload engineering orders, scheduling maintenance plans for aircraft.

**PASSION TECHNOLOGY** / 2007 - 2009
Technical Support Engineer: Technical and remote support, installation of operating systems, configure some network devices and printer's maintenance. Interact and communicate with the customer.

**INNOVATEC N** / 2009 - 2014
Engineer Service Outsourcing: Provide level 1-2 support, repair Laptop / PC's, install computers and its software and hardware components, manage networks LAN (switches, routers, firewalls), WLAN (Access points, routers), write and maintain technical documentation and inventory, Windows Server 2008-2012 (AD, DHCP, DNS, WSUS, file servers, print servers), Voice-IP (ASTERISK, ELASTIX). Technical support via phone and email.

**ASZA CORPORATION SAS** / 2013 - 2014
Support Engineer: Provide level 1-2 Support, VOIP (ASTERISK / ELASTIX) and Windows Server 2012 (AD, DHCP, DNS), Respond technical incidents.

**PAGO DIGITAL** / 2014
Security Auditor: Evaluate Internal Control System and implementing the annual audit program for customers and shops. Advice on compliance with the ISO 27001 standards, issues of information security and situations outside the regulations that might arise.

**VOXCOM TELECOMUNICACIONES** / 2016 - 2017
Support Engineer: Provide support level 2, Windows server 2003 – 2016, Linux CentOS 6x, VSPHERE 5-6, HYPER V 2012-2016, Technical support via phone and email - troubleshooting and diagnosing connectivity issues over such devices as routers, computers, PBX, VOIP, servers.

**PARADIGMA SAS** / 2018 – CURRENTLY
Production support engineer: Provide support level 2 – 3, participate in all stages of the product development process, including designing, building, and testing. They also create useful tools such as internal software to automate key processes or platforms. Communicating with customers through various channels.

## CAREER OBJECTIVE

A confident and reliable IT support engineer with experience of providing advice and practical assistance to system users via the IT service desk telephone system and remote support software tools. Highly focused with a comprehensive understanding of dealing with 1st line support calls and in-depth knowledge of ITIL processes. Boasting a consistent & proven track record of successfully employing the best business practices that improve efficiency, reduce operating costs whilst increasing performance. Now looking for a suitable part-time position (it could be full-time once I finish my DEP program) with an ambitious & exciting company.

## CONTACT ME

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Montreal, Quebec

## LANGUAGES

- SPANISH
- ENGLISH
- FRENCH

## AREAS OF EXPERTISE

Networking Switches Routers Firewalls

Infrastructure support

1st/2nd line issues

Server support

Microsoft technologies

Remote support tools

End User Support

Scripting

Problem identification

Maintenance