



Andres Espitia

About

Experience

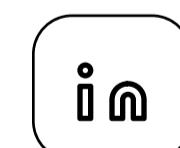
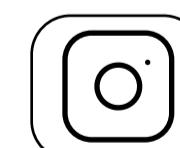
Education

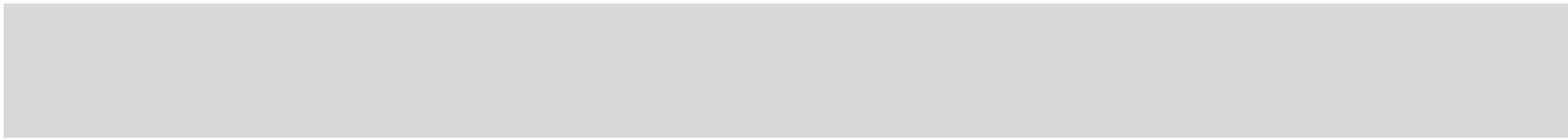
Projects

About Me

ICT Support Engineer, Support Analyst, Experienced In Help Desk, Answer Desk In Various Companies And Clients, Providing Support In Different Areas Of Technology.

Able To Learn New Tasks Quickly And Proficient In Growing Key Customer Relationships. Represent Establishment With A Friendly, Professional Demeanour At All Times. Service-Oriented Support Technician With Experience In Customer Service And Working Under Pressure. Handles Tasks With Accuracy And Efficiency. Support Technician With The Ability To Learn Quickly And Skills For Information Technologies





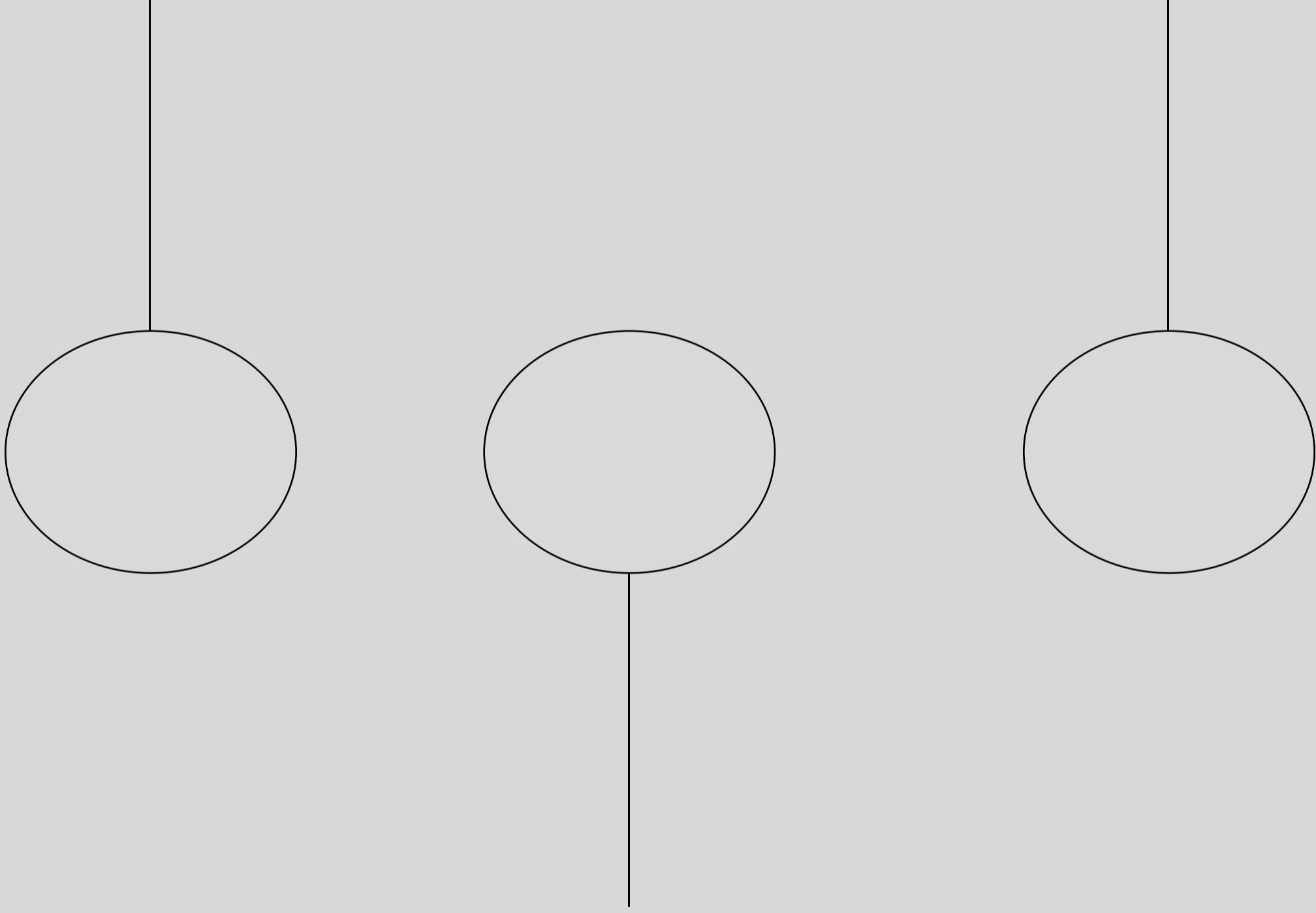
Education



SYSTEMS ENGINEER (IT)| CORPORACION UNIVERSITARIA DE CIENCIA Y DESARROLLO - UNICIENCIA, COLOMBIA, FEB 2011 – DEC 2015.

DIPLOMA OF INFORMATION TECHNOLOGY | DANFORD COLLEGE | MAY 2021 – APR 2022.

ADVANCE DIPLOMA OF INFORMATION TECHNOLOGY | REACH COLLEGE | MAY 2022 2022.



Projects

Trello App

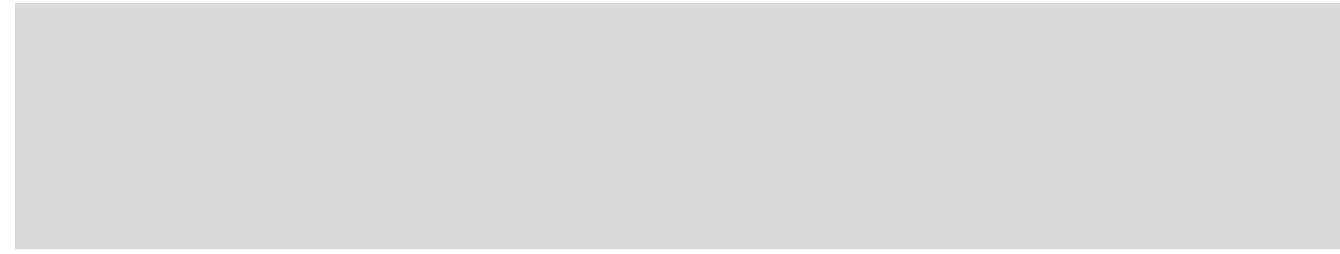
Code

*Super Hero App
With API*

Code

Weather App

Code



Experience

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HELP DESK MICROSOFT SUPPORT | TELEPERFORMANCE

- Provide Level 1 Technical Support For Products Such As Windows 7, 8, 8.1 And 10.
- Diagnose And Resolve Incidents Related To Windows Update On Versions Of Windows 7, 8, 8.1 And 10.
- Resolving Technical Incidents Related To Accessibility Tools Such As, For Example, Magnifier, Narrator, Etc.

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IT SUPPORT | MONASH UNIVERSITY

- Resolving Technical Incidents Related To The Exams Application Via Phone.
- Provide Support Via Slack Applications To Invigilator's Supervisors.
- Diagnosis And Resolution Of Incidents Via Remote Support To The Students.

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IT SUPPORT ENGINEER | FORTITUDE NICSA GLOBAL

- Provide IT Support To The Different Customers On-Site.
- Provide Support To New Tickets Via ServiceNow.
- Provide IT Remote Support Using The Beyond Trust Remote Support Tool.

Contact

