

Laura Cejas

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Objective

To apply my experience and skills in telecommunications engineering to a challenging position in a creative, technology - driven organization that encourages Innovative thinking and promotes career development. Learner looking forward to improve skills and develop new ones with big determination to get a task done.

Education

Instituto Superior Politecnico Jose Antonio Echeverría (ISPJAE)
Habana, Cuba. B.S – Telecommunications and Electronics Engineering Graduation: July 2017

Courses and Certifications

12 / 2018 IT Essentials by Cisco Networking Academy. / USA
04 / 2018 Advanced Administration of Windows Server by DESOFT / Cuba
05 / 2018 Network services in Windows Server by DESOFT / Cuba
10 / 2017 Wi-Fi Networks by Citmatel / Cuba
05 / 2015 Software Engineering by DESOFT / Cuba

Work Experience

*Computer technical support | INEL: Engineering and Electricity Projects. La Habana. Cuba
september/2017 – June/2018*

- Provide Technical support to costumers and partners
- Provided timely response to all incidents, outages, and performance alerts.
- Recognized, identified, and prioritized incidents in accordance with customer business requirements, organizational policies, and operational impact.
- Installed and maintained firewalls and other security measures.
- Deployed various virtualization and management tools and technologies in Linux and Windows Server.
- Was part of the team of the company's VoIP Implementation project installing the IP Telephony server on Proxmox and carrying out the structured cabling of the entire company from scratch to provide this service.

Technical Tools

- **Operating Systems:** Microsoft Windows, Linux, MacOS, Android.
- **Windows Server:** Windows Server 2012 R2 and Windows Server 2012.
- **Hardware:** CISCO ASA Firewalls, Routers and Switching.
- **Network Technologies:** WLAN, WAN, LAN, VLAN, TCP/IP.
- **Security:** WPA2, HTTPS, VPN, IPsec, SSL, TLS, NAT, firewalls and ACLs.
- **Software/Applications:** Wireshark, VMWare, Hyper-V, Proxmox, Microsoft Office
- **Others:** Microsoft Office Suite

Skills

- **Soft skills:** Teamwork, responsible, work well under pressure, Prioritize tasks.

Languages

English (professional), Spanish (native)
