

MIGUEL ALEJANDRO LOZADA HERRERA

Contact

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Saint Paul - Brazil

Skills

Effective communication 80%



Teamwork 100%



Creativity 100%



time management 80%



Troubleshooting 80%



OBJECTIVE

Software Engineering Student. I am someone who seeks solutions to complex problems through research and analysis. I like to learn and face personal challenges. I am currently starting my career in Backend Programming studying software engineering and the basic fundamentals of cybersecurity in a self-taught way. Working in the Python programming language, using frameworks such as FastAPI and tools such as MySQL.

EXPERIENCE

Sitel Group

Set/2021 -

Technical support analyst

Mar/2022

Bilingual technical support analyst for Dell end customers. Remote troubleshooting and online diagnosis of physical and system problems.

Fractalia

Mar/2022

Systems analyst

- Actualy

Monitor the actions of the systems and servers that maintain the operating infrastructure of the IoT system, monitoring the volume, effectiveness and failures of the connections between the operator's chips between the clients and the company providing the telecommunications service, internationally. Incident management, ticket resolution, VMware vSphere, VMware Vcenter, NetApp infrastructure analysis, Operational Services, Internet of Things, Power BI, Windows and Linux virtual servers, switch and router administration.

EDUCATION

Anhanguera

Software Engineering