

Luis Angel Monge Narvaez (856) 376-7354 | GitHub: | LinkedIn: Open to Remote
| Bilingual: English / Spanish | Immediate Availability

■ Professional Summary

Bilingual Technical Support Specialist with strong communication and troubleshooting skills, certified in IT and data analysis by leading institutions including IBM, Google, MIT, and Harvard. Proven experience in solving user issues, providing friendly and clear support across English and Spanish-speaking clients. Able to thrive in fast-paced, customer-facing environments with a strong focus on software tools, systems analysis, and continuous learning.

■ Key Skills

Technical Support (English / Spanish)
Software & Web Troubleshooting
Customer Service & Communication
Problem Solving & Issue Escalation
IT Fundamentals & Systems Analysis
Ticketing Systems (e.g., Zendesk, Jira)
Remote Collaboration & Documentation
Adaptability | Teamwork | Sense of Humor ■

■ Professional Experience

Freelance IT Support & Developer (Remote – 2022–Present)
Provide bilingual technical support and training for non-technical users in software use, hardware setup, and digital troubleshooting.
Resolve user issues via remote tools, documentation, and guided walkthroughs.
Maintain clear communication logs and escalate unresolved cases when necessary.
Student IT Consultant (Projects & Labs – 2020–2022)
Assisted with troubleshooting during online labs and technical workshops (Python, SQL, Linux).
Helped peers and educators resolve access and software environment issues.
Collaborated in virtual teams using GitHub and Google Workspace.

■ Education & Certifications

High School Diploma – Completed ■ IT & Data Certifications (2021–2024):
Google IT Support Professional Certificate
IBM Data Analyst Professional Certificate
Harvard CS50x – Computer Science Fundamentals
MIT – Python & Data Science Foundations
Stanford – Databases & SQL Essentials
Penn State – Communication & Problem Solving in Tech

■ Technical Proficiencies

Languages: Python, Java, SQL, Bash
Tools: Git, VS Code, Canvas LMS, Google Workspace, MS Office
OS: Linux (Ubuntu), Windows, MacOS
Ticketing: Freshdesk, Jira, HubSpot (familiar)
Networking: Basic TCP/IP, DNS, VPN, Remote Desktop

■ Languages

English – Fluent (C2)

Spanish – Native

■ ■ Workspace Readiness

- Private, lockable home workspace
- Wired internet connection > 100 Mbps
- Webcam, headset, and climate control
- Full availability including weekends & rotating shifts

■ Bonus Traits

Approachable, positive communicator — even when sharing bad news.

Self-motivated and reliable in remote roles.

Tech-savvy with a knack for simplifying complex issues.

Sense of humor? Check. ■