Luis Angel Monge Narvaez

Bilingual (English/Spanish) IT & Technical Support Specialist – Remote/On-site – Costa Rica  
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🌐 GitHub: https://luismongenarvaez.github.io/ | 🌐 LinkedIn: [linkedin.com/in/lamn1](https://linkedin.com/in/lamn1)  
🌍 Open to Remote | Bilingual: English / Spanish | Immediate Availability

### 🎯 **Professional Summary**

Bilingual (English/Spanish) IT & Technical Support Specialist with proven experience solving complex software, hardware, and networking issues for diverse clients. Certified by Google, IBM, Harvard, MIT, Stanford, and Penn State in IT support, data analysis, computer science, and programming. Known for delivering clear, friendly, and effective solutions in both English and Spanish, ensuring exceptional customer satisfaction in high-pressure environments.

I bring a unique mix of technical expertise and customer service skills, making me effective at bridging the gap between users and technology. I thrive in roles where adaptability, communication, and problem-solving are key, and I take pride in creating user-friendly explanations for complex technical concepts.

### 💡 **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

### 🎉 **Bonus Traits**

* Passionate about continuous learning and staying current in the tech industry,
* Self-motivated and reliable in remote roles.
* I am ready to contribute to organizations seeking a bilingual problem-solver who can handle technical challenges while delivering top-notch customer experiences.