***Matias Karaseur***

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Employment History

**L2/Shift manager • CGS (DELL) • April 2022 – Present**

* Responsible for managing 30 agents
* Stress management and work sharing
* Highly complex problem solving guide
* Service quality monitor

**Desk Help • CGS (DELL)• April 2021 – March 2022**

* Troubleshooting hardware problems on computers and servers

Education

**Python course Udemy (Federico Garay) • Python Total • Escuela Directa**

* Machine Learning
* Web Applications

**Python basic (Mouredev) • python from 0 to basic • youtube**

* All basic fundaments

**Python advance and backend (mouredev) • youtube**

* Work with FastApi
* MongoDB and MongoDB Atlas
* Launch to Data
* Query and path

Technical Skills

* Spanish mother tongue
* Hebrew fluent
* English Fluent
* Python Advance
* C++ basic
* Salesforce
* Dell’s software and systems
* Bash Basic
* Linux experience