




Lucas Pampillon

Date of birth: 9/5/2001

Nationality: Italian

CONTACT

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WORK EXPERIENCE

Hospital Comarcal del Maresme i la Selva (Intership) Blanes, Spain

IT help desk agent

1/11/2017 – 30/4/2018

- Customer service and Help Desk functions such as Troubleshooting Hardware and Software Issues: Diagnose and resolve technical problems with computers, printers, applications, and peripherals. Password Resets and Account Management: Assist users with resetting passwords, unlocking accounts, and managing user access permissions. Providing Remote Support: Use remote access tools to assist users in resolving technical issues without being physically present. Managing Support Tickets : Track, prioritize, and resolve incoming technical support requests through a ticketing system. System Updates and Patch Management: Help with the installation and configuration of software updates, security patches, and system upgrades.

Serhs Distribució

ICT system administrator

- 1- Windows Server & Linux Administration – Managing user accounts, file systems, services, and updates.
- 2- Network Configuration & Troubleshooting – Working with TCP/IP, DNS, DHCP, VPNs, and firewalls.
- 3- Virtualization Technologies – Using VMware or Hyper-V to create and manage virtual machines.
- 4- Scripting & Automation – Writing scripts in PowerShell or Bash to automate system tasks.
- 5- Backup & Recovery Solutions – Implementing and managing tools like Veeam, Acronis, or Windows Backup for data protection.

EDUCATION AND TRAINING

12/9/2016 – 30/5/2018 Blanes, Spain

Technician in Microcomputer Systems and Networks Institut Sapalomera

Level in EQF EQF level 4

12/9/2023 – CURRENT Blanes, Spain

Higher Technician in Computer Network Systems Management Institut Sapalomera

Level in EQF EQF level 5

LANGUAGE SKILLS

Other language(s):

Spanish

Listening C2

Reading C2

Writing C2

Spoken production C2

Spoken interaction C2

English

Listening C1

Spoken production C1

Reading C1

Spoken interaction C1

Writing C1

Catalan

Listening C1

Spoken production C1

Reading C1

Spoken interaction C1

Writing C1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user