

RESUME

VICTOR GRINÁN

“THE MISSING LINK BETWEEN
HUMANS AND COMPUTERS”



I am a future IT-support/customer service asset with strong understanding of hardware builds and software algorithms in combination with a formidable customer service and communication skills. I like helping people just as much as I like solving tech issues. I am extremely motivated to continuously learn in the IT field.

Relevant skills

IT-Support, Server & Cloud Management

- Expertise in diagnosing and resolving IT issues, including hardware, software and networking problems.
- Hands-on experience with remote tools like TeamViewer, and Remote Desktop.
- Experience in troubleshooting networking devices like routers and Wi-Fi repeaters for consumer customers.
- Enjoy building and optimizing PCs and home networks for personal use and for friends.
- Basic knowledge in user management, cybersecurity, and Windows Server administration.
- Familiarity with Azure and AWS.

Coding, Scripting & Web/Software Developing

- Proficiency with Javascripts Frameworks like Vue and React.
- Experience with Python frameworks like Django and Flask.
- Well versed with git commands and version control.
- Expertise with query languages (SQL).
- Familiarity with scripting languages (PowerShell & Bash).
- Perfect understanding of the importance of UI/UX.

Customer Service & Crisis Handling

- Strong customer service abilities, managing technical support requests via email, phone, social media and face to face.
- Experience using ticketing systems like Jira for tracking and resolving customer issues.
- Clear communicator, skilled in explaining complex technical concepts to non-technical users, ensuring a positive customer experience.

Work Experience

Free.fi feb-april 2023

I joined the web developing team as an intern and helped solve customer and workers issues with the company web application's front and backend, keeping a keen eye on UI/UX.

Swappie 2020-2022

I was an IOS mechanic in the repairing team, working in an international team while diagnosing and solving hardware issues.

Contact



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<https://victor-grinan-dev.github.io/Portfolio>

Education

VOCATIONAL QUALIFICATION IN INFORMATION AND COMMUNICATIONS TECHNOLOGY, (IT-SUPPORT)

Current studies at Taitotalo (in Finnish)
2026

VOCATIONAL QUALIFICATION IN INFORMATION AND COMMUNICATIONS TECHNOLOGY, (WEB DEVELOPER)

Helsinki Business College (in
english) 2023

PYTHON FROM SCRATCH COURSE

Software Development Academy
(SDA), Helsinki (studies in English)
2020

Languages

SPANISH (NATIVE)

ENGLISH (FLUENT)

FINNISH (COMPETENT)