Guillermo Valencia

IT Site Administrator
Cedartown, Georgia, Estados Unidos

Experiencia

Hexaware Technologies
IT Systems Analyst
junio de 2022 - Present (2 años 9 meses)
Georgia, Estados Unidos

Halliburton
9 años 7 meses

IT Desktop Tech II
julio de 2019 - junio de 2022 (3 años)
México

IT Support for internal end users for south region operations in Mexico.

- IT Desktop Support (local and remote - Level 2) for internal users

- Incident Management focal point for Mexico.

- Customer Satisfaction focal point for Mexico.

- Printing Services focal point for Mexico

- IT Asset Management

- IT Requisitioner.

- IT Training for new employees

- IT Projects

IT Desktop Tech I
diciembre de 2012 - julio de 2019 (6 años 8 meses)
Villahermosa, Tabasco, México / Reforma, Chiapas, México

IT Support for internal end users for south region operations in Mexico.

- IT Desktop Support (local and remote - Level 2) for internal users

- Incident Management focal point for Mexico.

- Customer Satisfaction focal point for Mexico.

- Printing Services focal point for Mexico

- IT Asset Management

- IT Requisitioner.

- IT Training for new employees

- IT Projects

IT Coordinator – Mexico South Region
junio de 2018 - diciembre de 2018 (7 meses)

Responsible for IT operations for South Region in México

- Coordinate End Users IT Operations for South Region in México (desktop support, infrastructure, IT projects, IT services for 4 facilities)

- Incident Management Focal Point for México.

- Customer Satisfaction focal point for Mexico.

- Printing services focal point for Mexico

- IT Asset Management

- IT requisitioner

- IT Training for new employees

- IT Projects

Dm Ingenieros
PROJECT MANAGEMENT ASSISTANT
abril de 2012 - diciembre de 2012 (9 meses)
Paraíso, Tabasco

Assistance in project management for company operations

- Responsible on reviewing and following-up to PM weekly activities reports to improve KPI´s

- Assistance on project scheduling (MS Project)

- Project: Documents Control System.

- General assistant on project management

- Review and consolidation of project books for our customers.

Comisión Federal de Electricidad
IT Intern
enero de 2010 - agosto de 2010 (8 meses)
Central Nucleoeléctrica Laguna Verde

- Support Analyst on strategic systems area.

- Applications developer and database management.

- Software documentation.

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Educación

Instituto Tecnológico de Veracruz
Ingeniero en sistemas computacionales · (2005 - 2010)