




# ALCALDE VÍCTOR

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Victor Alcalde Martínez 

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BI, own vehicle 

## Customer Service Support IT Law Specialist



### Education

- **MASTER'S DEGREE IN LAW AND IT**  
European Institute Campus Stellae  
Santiago de Compostela, Spain  
(2015-2016)
- **BACHELOR IN LAW**  
University of Law, Burgos, Spain  
(2002-2007)
- **ERASMUS SCHOLARSHIP**  
University of Law  
Lisbon, Portugal  
(2006-2007)



### Certificates

- **Advance course in E-commerce**  
Business School, Spain
- **Writing in Plain English**  
Kelley School of Business, USA
- **Cloud Computing**  
Industrial Organization School, Spain
- **Musical Production Course**  
Council of Burgos, Spain
- **Web Analytics**  
School of Industrial Organization, Spain



## Professional Experience

### ■ *Altaro* Software – Technical Support Specialist , Skopje (2019)

- Troubleshooting (Level 2)
- Backup and Recovery Systems
- Virtualization (Hyper-V and VMware )
- Office 365, Wasabi, Azure and Amazon S3
- Jira Service Desk
- Live Chat, Zendesk and Freshdesk ticketing
- MySQL

### ■ *Thomson Reuters* - Customer Services Support Burgos, Spain (2017-2020)

- SAP (BCM), SAP (CRM), SAP Logon 740
- ISL live chat, ISL Online and Bookitit Scheduling Software
- Cisco WebEx and Microsoft Teams
- Software, e-learning and eBook support
- Administrative support

### ■ *Mnemo Evolution Services* - Micro IT Technician Burgos, Spain (2013-2017)

- Micro IT
- Microsoft Surface project administrator
- Operation Systems update
- Helpdesk management with Service Manager
- Software/hardware personal and online support
- Team Viewer remote control program helpdesk
- Videoconference support via RDSI and IP technology

### ■ *Alten* - IT Educator Burgos, Spain (2010-2013)

- Project management and
- Teaching and support of all the Ministry of Justice's software

### ■ *Burke* - IT Educator Burgos, Spain (2009-2010)

- Project assistance and troubleshooting
- Online instructor for the Ministry of Justice



## Languages

Spanish (mother tongue) ★ ★ ★ ★ ★

English ★ ★ ★ ★ ☆

Portuguese ★ ★ ★ ★ ☆

Macedonian ★ ★ ☆ ☆ ☆



## Skills

- Working with short deadlines taught me the importance of efficiency and team work
- My experience in customer support service showed me conflict resolution and fast decision-making
- Operating in different working environments equipped me with analytical thinking and effective problem-solving
- Having lived in different countries has fortified my communication skills and adaptability
- My interest in continuous personal improvement motivates me to constantly upgrade my knowledge
- Travelling as a hobby brought me the opportunity to know other cultures and have a strong sense of respect



## Informatics

### ■ *Operating Systems (OS)*

- Microsoft Windows
- Windows Server
- Ubuntu
- Macintosh OS

### ■ *Cloud Solutions*

- Azure
- Wasabi
- Amazon S3

### ■ *Virtualization*

- Hyper-V
- VMware

### ■ *Mailing*

- Outlook365
- IBM Notes

### ■ *Design and music Software*

- Avid ProTools
- Logic Pro X
- Adobe Lightroom
- Adobe Photoshop

### ■ *Video and chat meeting*

- Microsoft Teams
- Weber
- Zoom
- Skype

### ■ *Remote Tools*

- Microsoft RDP
- TeamViewer
- ISL