Alejandro Pozo

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Website: https://aepozos.github.io/html-css-js-portfolio/

IT SUPPORT ENGINEER

Motivated and detail-oriented IT Engineer with a solid foundation in IT principles and a strong desire to contribute to the field. Completed Bachelor Degree IT Engineer, Possess a quick learning ability, excellent problem-solving skills, and a strong commitment to providing efficient and reliable IT solutions. Passionate about staying abreast of emerging technologies and contributing to the success of organizations through innovative IT solutions.

WORK EXPERIENCE

Exploration Drill Masters - Santiago Chile

IT Systems Engineer

2023-2024

- Managed and maintained the company's IT infrastructure, including servers, networks, and workstations.

- Provided day-to-day technical support and troubleshooting for end-users across multiple platforms.

- Implemented and maintained secure systems to ensure data integrity and network security.

- Configured and administered Windows Server and Active Directory environments.

- Monitored system performance and performed regular updates and backups.

- Assisted in planning and deploying new hardware and software solutions to improve operational efficiency.

- Collaborated with management to align IT resources with business needs in a fast-paced, dynamic environment.

Elite Security Management - Australia, Sydney   2020-2023
IT support Officer

- Provided technical support and assistance to end-users for hardware, software, and network issues.

- Diagnosed and resolved IT problems efficiently to minimize downtime.

- Installed, configured, and maintained computer systems and peripherals.

- Assisted with user account management and access permissions.

- Conducted routine maintenance, software updates, and security patches.

- Documented support requests and resolutions to improve IT service delivery.

- Supported the rollout of new technology and helped train staff on IT tools and best practices.

Self Employee   -Australia*, Sydney*   2018- 2020
IT Consultant

- Provided tailored IT support and solutions to small business clients, addressing hardware, software, and network issues.

- Diagnosed and resolved technical problems to ensure reliable and efficient system operation.

- Advised clients on best practices for IT infrastructure, security, and system maintenance.

- Assisted with installation, configuration, and upgrades of IT equipment and software.

- Delivered training and support to help clients optimize their use of technology.

- Maintained strong client relationships through effective communication and timely service.

Isapre Banmedica S.A - *Chile, Santiago*   2012 - 2015
System Administrator

- Managing and monitoring systems and infrastructure.

- Provide technical support and troubleshooting for users.

- Installing and configuring server hardware

- Windows administration

- Firewall administration

- Creating of new users profile

- Windows server active directory administration

- Office 365

Banmedica S.A - Chile*, Santiago*   2007 - 2012
Support Engineer

EDUCATION

University Technology of Chile - *Chile, Santiago*
Bachelor Degree IT Engineer, 2012

Supreme College - *Australia, Sydney*
Certificate III – IV Information Technology

TAFE NSW - Australia, Sydney
Creating and Maintaining Websites & Digital security

Google – Online

Cyber security Professional Certificate

PROJECTS

- Home Lab Wazuh server with sysmon log integration in a VMware Environment
- Home Lab Active Directory windows 2012 - Splunk -Kali Linux.
- Resume Html - CSS - JS.
- Home Server Truenas.

PROFESSIONAL SKILLS

- Strong analytical and problem-solving skills in a highly visible fast paced environment
- Excellent time management and multitasking skills in a fast-paced environment
- Experience with Windows Active Directory and Domain environment experience
- Experience with Python – HTML – SQL
- Experience in Virtual Environment
- Experience with computers and hardware maintenance

LANGUAGE COMPETENCIES

- Spanish
- English