

# Alejandro Pozo

---

0431535585 · 76 Rossmore Av. Punchbowl 2196 · alejandro.pozo86@icloud.com

## 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

Detail-oriented IT Administrator with a degree in Computer Engineering and hands-on experience managing IT infrastructure and user support. Proven ability to implement secure systems, maintain network integrity, and support end-users across multiple platforms. Currently expanding expertise in cybersecurity to align with industry demands and secure modern enterprise environments.

### **Elite Security Management** - Australia, Sydney

#### **IT support Officer**

2020-2023

Dedicated IT Support Officer providing technical assistance and support to end-users regarding computer systems, hardware, and software. Skilled in responding to queries, running diagnostic programs, isolating problems, and implementing effective solutions. Committed to ensuring the smooth and efficient operation of IT infrastructure.

### **Self Employee** -Australia, Sydney

2018- 2020

#### **IT Consultant**

Providing IT support to small businesses by diagnosing and resolving network and computer issues to keep their systems running efficiently. This includes identifying and fixing connectivity problems, addressing hardware and software faults, and improving overall system performance.

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

2012 - 2015

- 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**  
**Support Engineer**

2007 - 2012

## **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

## **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