

Angel Farré Echaburua

Birth date: 03/06/1996

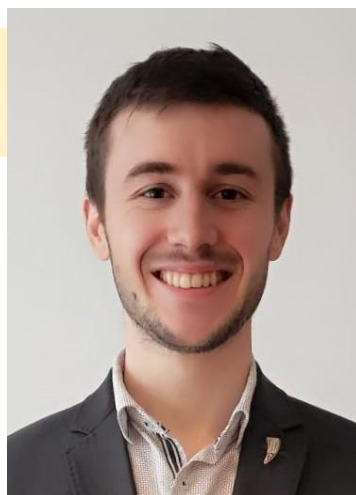
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Transport: AM, A1, A2, B driving licence. Own vehicle.

Personal website ([LinkedIn](#), [Github](#), [StackOverflow](#), [ArtStation](#)).



WORK EXPERIENCE

Webhelp

Quality Assurance

December 2021 - September 2023

- ❖ Analyse and qualify the technical performance of support agents, both technical and soft skill-wise.
- ❖ Develop and maintain a new QA dashboard.
- ❖ Provide one on one feedback to agents.
- ❖ Assist in the creation of a new QA rubric.
- ❖ Develop improvement plans and coaching for underperformers.
- ❖ Pull and sort metrics for weekly reviews with management.

Technical Solution Representative

March 2021 - December 2021

- ❖ Resolution of architectural flaws.
- ❖ Investigation and troubleshooting of real-time incidents.
- ❖ Issue reproduction.
- ❖ Improvement and documentation of new and existing procedures.
- ❖ Training of new hires.

EY (Ernst & Young)

SOC Analyst


July 2019 - March 2020

- ❖ Incident management.
- ❖ Resolution of alerts.
- ❖ Reporting.
- ❖ Preventive measures.
- ❖ Customer service.

ESL - Turtle Entertainment GmbH

Support Admin

2016 - 2020

- ❖ Set-up of the gaming stations and peripherals.
 - ❖ Sale of marketing products in the official store and technical/user assistance.
 - ❖ Collaborate with the production, sound and video team.
 - ❖ Design, plan and organise online and offline events.
 - ❖ Community feedback and equipment maintenance.
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SKILLS & CERTIFICATES

Languages

English – **Advanced**.
German – **A2**.
Spanish – **Native**.
Catalan – **Native**.
Basque – **Basic**.

Programming

Java	PHP	CSS
C	MIPS Assembly	Dart
C++	SQL	Bash
Javascript	Html	Python

IDE

Android Studio	MPLab	Visual Studio
IntelliJ	Putty	IC-Prog
Rider	pgAdmin	WINCUPL
Unreal Engine 5	VMWare	XAMPP
Sublime text	PHP Studio	

Certificates

Cisco CCNA-1, Part 1
Associate Cloud Engineer (ACE certificate)

ACADEMIC BACKGROUND

2023 – Present - **iVisual, Escuela de nuevas tecnologías**. Master in AAA game development with Unreal Engine 5.

2014 – 2020 - **University La Salle Ramón Llull, Barcelona**. Software Engineering.

2012 – 2014 - **Terraferma School, Lleida**. Technological High School.

2011 – 2012 - **Sedbergh School, United Kingdom**. Exchange program (full academic year).

2009 & 2008 - **Dublin, Ireland**. Exchange program (single trimester).