

Anderson Antonio Parmigiani Bermudez

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Computer Engineer, tech support specialist with knowledge in full stack development.

I'm a professional with solid experience as a support technician, known for being responsible, detail-oriented, perfectionist, proactive, collaborative, and deeply committed to teamwork.

EXPERIENCE

Plexus Tech

Tech support specialist

Madrid, Spain

October 2023–November 2024

- Management of products (Anblick, Quenda and Quenda Medic) incidents, via chats, emails and calls, using Salesforce Remedyforce as the ticketing system. Performance above average by more than 95%.
- Develop scripts with python for workstations and servers using Windows and Linux, for remote diagnosis, inventory and automated application of changes.

PC Actual

Microcomputer Technician

Valencia, Venezuela

March 2019–June 2019

- Advise, assemble, maintain, upgrade and repair microcomputer equipment.
- Install, configure, maintain and troubleshoot software and networks.

EDUCATION AND CERTIFICATIONS

JOSÉ ANTONIO PÁEZ UNIVERSITY

Computer Engineering

Valencia, Venezuela

March 2023

Honors: For my outstanding performance during the 2022-2CR and 2022-3CR school period, occupying the No. 1 place among students in the 9th and 10th semester of the degree.

EF SET

EF SET English Certificate 54/100 (B2 Upper Intermediate)

September 2025

CompTIA

CompTIA A+

August 2025

COURSES

JAVASCRIPT, PYTHON, JAVA, CSS, SQL, REACT, NEXT.JS, VUE, GIT, GITHUB, BOOTSTRAP, PHP FORMS, ETC.

UDEMY

ELECTRONICS IN DIAGNOSIS AND REPAIR

IEP – 2025

LPIC-1: LINUX ADMINISTRATOR

UDEMY – 2024

TECHNICAL SUPPORT FOR COMPUTERS IN CORPORATE ENVIRONMENTS

UDEMY – 2024

CCNA R&S: NETWORK SCALING

CISCO - 2018

CCNA R&S: INTRODUCTION TO NETWORKS

CISCO – 2018

CCNA R&S: ROUTING AND SWITCHING

CISCO – 2018

MICROSOFT TECHNOLOGY TECHNICIAN

LOURTEC - 2018

NETWORK INSTALLER SPECIALIST

KEYS – 2018

ELECTRONIC SECURITY SPECIALIST

KEYS - 2018

TECHNICAL SUPPORT SPECIALIST

KEYS - 2018

SKILLS

- Spanish Native / English B2
- Technical Support
- Network Configuration
- Operating Systems
- Software Installation
- Hardware Troubleshooting
- Peripheral Device Management
- PC Repair
- Customer Service
- Mobile Device Support
- Incidents Management
- Full Stack Development
- Html
- Css
- Sass
- Javascript
- Python
- React
- Vue
- Node
- Sql
- Git / Github / Gitlab
- Jquery
- Firebase
- Bootstrap
- Pianist
- Etc.