

# Anderson Antonio Parmigiani Bermudez

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Computer Engineer and CompTIA certified IT professional (Security+, Network+, A+) with a versatile background in System Administration and Full Stack Development.

I specialize in bridging the gap between hardware infrastructure and software applications. My experience in technical support has honed my troubleshooting skills, while my engineering degree and development knowledge allow me to approach IT operations with a focus on automation, efficiency, and security.

## EXPERIENCE

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### Plexus Tech

Tech support specialist

**Madrid, Spain**

*October 2023–November 2025*

- 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 INTERNATIONAL CERTIFICATIONS

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### 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 Secure Infrastructure Specialist – CSIS

*November 2025*

CompTIA Security+

*November 2025*

CompTIA IT Operations Specialist - CIOS

*October 2025*

CompTIA Network+

*October 2025*

CompTIA A+

*August 2025*

## COURSES

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**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

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|--------------------------------|--------------------------|-------------------------|
| • Spanish Native / English B2  | • Mobile Device Support  | • Css / Sass            |
| • Technical Support            | • Incidents Management   | • Javascript            |
| • Network Configuration        | • Network Management     | • Python                |
| • Operating Systems            | • Security Management    | • React                 |
| • Software Installation        | • Security Awareness     | • Vue                   |
| • Hardware Troubleshooting     | • Access Control         | • Sql                   |
| • Peripheral Device Management | • Databases              | • Git / Github / Gitlab |
| • PC Repair                    | • Full Stack Development | • Firebase              |
| • Customer Service             | • Html                   | • Etc.                  |