Andres David Valdes Gonzalez

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CAREER OBJECTIVE

As an experienced Help Desk/IT professional focusing on Microsoft products, troubleshooting, and computer maintenance, I have a proven track record in computer hardware, software applications, and programming. I am currently a graduate in Business and Information Systems (BBIS) and actively seeking opportunities in AI development or as a software developer to further develop my skills.

For this role as a tech-savvy, I am committed to providing exceptional communication, diagnosing problems, training and generative AI to ensure the smooth running of operations. I possess advanced knowledge of front desk coverage, Python, Unix, virtual machines, C, computer networks, computer hardware, and Tableau Software for analysis. I am always eager to tinker, solve problems, and build computers in my home lab. Finally, my goal is to become a future Software Engineer and contribute to the growth and success of the organisation.

KEY SKILLS

Skills:
- Critical and creative thinking ability to identify, analyze, and generate innovative data solutions to business problems.
- Effective communication and interpersonal skills in English to create a stronger connection with customers and stakeholders
- Willingness to learn and receive feedback
- Excellent attention to detail
- Highly digital literacy
- Willingness to adopt and use new technologies
- Inclusive leadership capability with an authentic commitment to inclusion, diversity, and equity to build a collaborative environment that sparks innovation
- Great analytical and critical thinking skills to identify bugs and programming mistakes.
- Excellent time-management skills to prioritize tasks and meet deadlines

Technical Skills:

- Tableau and Excel (Power Query, formulas such as VLOOKUP and more) for data analysis.
- AI tools to optimise performance and supervise training
- Computer software, hardware, and licencing knowledge
- Advanced Microsoft suite knowledge
- Programming literacy and advanced Python, C
- Data Entry and Classifying
- Active Directory
- Oracle VM Virtual Box
- Ubuntu, Kali, Fedora, and Debian installation on virtual and physical environments
- Cloud computing, AWS services and Linode
- Jira and Zendesk management

Add. Languages: Spanish and Turkish.

EDUCATION

Torrens University Australia   **Adelaide, Australia**
Bachelor of Business Information Systems   *2021 - 2024*

UNAD   **Colombia**
Bachelor of Information Technology   *2016 - 2018*

Colombian System   **Colombia**
Fundamentals of Computer Science   *2013 - 2014*

PROFESSIONAL & TECH EXPERIENCE

Insider   Türkiye, Istanbul
Technical Support Specialist   Apr 2025 - Present

Responsibilities:

- Delivered first-level technical support to end users, troubleshooting issues across Windows and Mac desktops, and online connectivity.
- Coordinated daily activities to ensure a productive and organised workspace environment.
- Utilised Zendesk and Jira to manage customer inquiries and provide efficient, high-quality service.
- Employed Jira to track tasks, prioritise work, and collaborate with internal stakeholders effectively.
- Contributed to front-end web development and managed content for product posts and advertisements to boost online sales.
- Managed helpdesk tickets, documented solutions, and escalated unresolved issues to Tier 2/3 teams as necessary.
- Organised meetings and managed schedules using Google Workspace to support team communication and operations.
- Worked closely with stakeholders to optimise customer value and drive operational efficiency.

In my role at Insider, I support the business in ensuring seamless day-to-day operations, tickets, providing insights, reporting, alerts, and proactive solutions to help the team perform efficiently. Utilising tools such as Zendesk for customer service management and Jira for task tracking and collaboration, I ensure timely issue resolution and workflow optimisation.

Viterra   Port Lincoln, South Australia
Office Administrator   Mar 2022 – Nov 2024

Responsibilities:

- Collaborate with the administration team to deliver work-wise activities for employees.
- Integrate technological solutions for and to employees and employers within the organisation.
- Support the team with technological solutions to innovate and succeed.
- Maintained and configured hardware/software, including Office 365 and Google Workspace productivity tools, ensuring smooth daily operations.
- Set goals and deadlines for the admin team to deliver outcomes successfully.
- Answer any customer inquiries regarding companies' products.
- Assisted with inventory management of IT assets and ensured updated documentation.
- Educate customers on Viterra policies and benefits for their business.

In this role, my responsibilities included managing stock entries and ticketing, conducting inventory checks, purchasing PPE for new employees, and overseeing the upkeep of facilities. I was also responsible for identifying any missing or damaged equipment that needed to be replaced. Additionally, I organised accommodations for team members and company personnel as required to complete projects or urgent tasks at other sites. Daily, I generated reports using Excel and ensured that other sites were informed of this data collection, keeping all parties updated on project progress.

Teleperformance Colombia   Bogota D.C, Colombia
Helpdesk support, customer service support   Oct 2015 - Jun 2019

Responsibilities:

- First contact for all service requests and customer inquiries.

- Data entry, documentation, tracking and follow-up to transfer valuable data to the organisation.
- Providing first and possible scalation to second-level IT support by phone.
- Intermediate experience, with any computer brand, Windows systems, and Office 365.
- Provide a positive experience to every customer that gets contacted by 30 per cent.
- Follow instructions and plans to increase positive organisational customer-centric culture.

In this position, my expertise in remote platforms like LogMeIn and TeamViewer enabled me to effectively address issues remotely. I carried out a range of troubleshooting steps, including modifying DNS settings, adjusting or restarting internet ports, uninstalling antivirus software, updating systems through the Command prompt, and creating or reinstalling user accounts. In some cases, I also installed a clean Windows System to resolve the issue. (See cover letter for more details)

PROFESSIONAL DEVELOPMENT & TRAINING

- LinkedIn Learning / **Career Essentials in Software Development by Microsoft** – Apr 2025
- LinkedIn Learning **/ What is Generative AI?** – Jan 2024
- LinkedIn Learning / **C programming Basics** -- 2024
- Cisco Network Academy **/ Cybersecurity** – Dec 2023
- LinkedIn Learning **/ Practical Cybersecurity for IT Professionals** – Jul 2023
- LinkedIn Learning / *Agile Software Development:* **Scrum for Developers** – Jun 2023
- LinkedIn Learning / *Introduction to AWS* – Mar 2023
- LinkedIn Learning / *Python Quick Start -* July 2022
- LinkedIn Learning / *Computer Components and Peripherals for IT Technicians -* May 2022

ACTIVITIES AND INTERESTS

- As a former participant in the 42 Adelaide boot camp, my desire to learn more about Unix and C language has risen. This gave me experience in the field and reasons to keep learning about it.
- Currently coding my library on GitHub, by using multiple languages such as C and Python and others such as HTML where I have posted my website to showcase my skills and progress.
- Registered in the eLearning Tableau platform to enhance my data literacy and learn a range of concepts related to data interpretation.
- Hobbies: Build and set up computers, hardware and software included, also enjoy working with different operating systems such as Linux, Windows (all versions), and Mac OS.
- Currently coding with Python and Django, Linode cloud.
- HTML/CSS, Bootstrap and SQL as a hobby.
- Eager to learn about Microsoft, licencing and Office, Azure, Oracle, Linode, Cloud computing, responsive websites, and many other coding languages.

EMPLOYMENT REFERENCES

References upon request.