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, analyse, 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 prioritise 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
- Point of Sale Knowledge
- Oracle VM Virtual Box
- Ubuntu, Kali, Fedora, and Debian installation on virtual and physical environments
- Cloud computing, AWS services and Linode
- MySQL Servers knowledge and syntax

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

Five Eleven Distilling   Adelaide, South Australia
Administrator (Internship)   18 Oct 2023 - 25 Dec 2024

Responsibilities:

- Oversee stocktakes and generate weekly sales reports.
- Collaborate closely with internal stakeholders to optimise customer value.
- Prepare detailed reports on daily operations.
- Develop and execute posts and advertisements to boost sales.
- Facilitate the delivery of goods to customers using the Square online sales platform.
- Generate invoices and record transactions on the Xero cloud accounting platform.
- Coordinate daily operations to maintain an optimal workspace environment.
- Organize meetings and ensure timely activities.

In the company, the primary role is to ensure the smooth operation of activities by supporting the business owner. This involves providing insights, reporting, alerts, advice, and solutions to facilitate the team's efficient performance.

Viterra   Port Lincoln, South Australia
Administrator   6 Mar 2023 - 6 Jun 2023

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.
- Coordinate domestic and international travel arrangements for employees, supervisors and senior leaders.
- Set goals and deadlines for the admin team to deliver outcomes successfully.
- Answer any customer inquiries regarding companies' products.
- Follow up on client issues and invoices.
- 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   1 Oct 2015 / 1 Jun 2019 (4 years)

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 **/ 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 / *Kali Linux* – May 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.