

CAREER OBJECTIVE

As an experienced Data Analyst and Help Desk/IT professional with a focus on Microsoft products, troubleshooting, and computer maintenance, I have a proven track record in computer hardware, software applications, and coding. I am currently pursuing a degree in Business and Information Systems (BBIS) and actively seeking opportunities in data/business analytics or junior web developer positions to further develop my skills and knowledge in the field of IT.

For this role, I am committed to providing exceptional communication, diagnosing problems and customer service to ensure the smooth running of operations. I possess advanced knowledge of front desk coverage, Microsoft products, HTML, Python, MySQL, Bootstrap, and computer hardware, and advanced Excel and Tableau Software. I am always eager to tinker, solve problems, and build computers in my home lab.

Ultimately, I am enthusiastic about the prospect of working in an Australian environment to further develop my employability, communication skills, and knowledge of Information systems. Ultimately, 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 to create a stronger connection with customers, stakeholders, and teammates.
- Willingness to learn and to 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 issues and propose the best solutions possible.
- 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.
- 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 Lenode
- MySQL Servers knowledge and syntax

Add. Languages: Spanish and Turkish.

EDUCATION

Torrens University Australia

Adelaide, Australia

UNAD

Bachelor of Information Technology

Colombia

2016 - 2018

Colombian System

Fundamentals of Computer Science

Colombia

2013 - 2014

PROFESSIONAL & TECH EXPERIENCE

Five Eleven Distilling
Administrator (Internship)

Adelaide, South Australia
18 Oct 2023 - Current

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
Administrator

Port Lincoln, South Australia
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. On a daily basis, 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
Helpdesk support, customer service support

Bogota D.C, Colombia
1 Oct 2015 / 1 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 escalation 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?** – Dec 2023
- LinkedIn Learning / **Tableau for Data Scientists** – 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 / **Time Management: Working from Home** - June 2022
- LinkedIn Learning / **Computer Components and Peripherals for IT Technicians** - May 2022

ACTIVITIES AND INTERESTS

- Currently 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, Lenode cloud.
- HTML/CSS, Bootstrap and SQL as a hobby.
- Eager to learn about Microsoft, licencing and Office, Azure, Oracle, Lenode, Cloud computing, responsive websites, and many other coding languages.

EMPLOYMENT REFERENCES

Paula Cash / Viterra Western Region
Professional Relationship: Senior Administrator
Email: paula.cash@viterra.com.au
Phone number: 0457722344

Larissa De Lopez / Torrens University Australia
Professional Relationship: Learning Facilitator
Email: Larissa.delopez@torrens.edu.au
Phone number: 0481381882

Annette Reid / FiveEleven Distinlling
Professional Relationship: Business Owner
Email: annette@fiveelevendistilling.com.au
Phone number: 0419266245

Alex Jimenez / Viterra
Professional Relationship: Engineering Manager
Email: alex.jimenez@viterra.com.au
Phone number: 0466648565