Axel
Lancieri

Front End Web Developer
IT Infrastructure

Contact

- Montevideo, Uruguay
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Education

Front End Web Developer Techdegree

Treehouse, CA
2022-2023

Currently working with React.JS

Treehouse, CA
2023-Present

Skills

Javascript - CSS - HTML - SASS - Git

JQuery - Bootstrap - GitHub - React.JS

- JSX

References

Ignacio Picun
Lead Front End Developer,
Kaizen Softworks

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Matias Gigena
Responsable de sistemas de
gestión, Bonset Latin America S.A.

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Work Experience

<u>IT Infrastructure</u>
Microsoft at TCS, Uruguay
As an IT Infrastructure Support Engineer specializing in Storage and High Availability, I excel in ensuring the reliability and efficiency of critical IT systems. My role involves managing and optimizing storage solutions, implementing high availability strategies, and providing expert support to maintain seamless operations. Among other activities here's a list on what I do on a daily basis:

• Break/Fix, Advisory and RCA support for Microsoft's LATAM commercial customers (banks, government entities, private companies).
• Receive, log, and manage tickets in ITSM ticketing system.
• Investigating and resolving issues of very high complexity.
• Ability to scope cases, reproduce and troubleshoot issues.
• Root cause analysis of specific incidents.
• Collection and analysis of various types of logs and traces (VSS, VML, Storport, Perfmon, NetSH/NetFT, Cluster, TSS).

<u>Product Support Specialist</u>   Oct 2019 - Dec 2022
Amazon at Alorica, Uruguay
Specialized team with a technical nature, based on solving specific issues that customers experience with different items they purchased. My objective is to assist with troubleshooting instructions whilst exercising problem solving skills. If the issue is outside of my scope of knowledge or research, then I will make sure to get the customer an effective resolution, either calling manufacturers for further instructions or helping with a new product being sent out.

<u>Bilingual customer service representative</u>   July 2016 - October 2019

Amazon at Alorica, Uruguay
Offered support to customers of a multinational retail and technology company. Helping with any obstacles they may experience in the process of placing orders, payments, logistics, sales and overall assisting with every aspect of the services that the company provides. All whilst making sure that the client has a pleasant, concise and effective experience.