



Brian Ksiazek

experience

Service Desk Leader

Technical guidance for the team, implementation of strategies and tools to optimize procedures and improve service quality. Administration of Active Directory, Azure and IAM, development of self-management tools for users (Monitoring of chatbots and AI interactions, error correction, etc.). Attention to sensitive and/or VIP users.

Pan American Energy
Oct 2024 - Present

Service Desk Analyst

Support for corporate and field users. Active Directory, Azure, troubleshooting of Microsoft SW issues, Citrix environments, SAP (Workflows, GUI, etc.), servers and networks, telecommunications, gas station SW (BRIDGE, FUSION, etc.), monitoring SW for oil fields and wells. Jira management.

Pan American Energy
Oct 2023 - Sep 2024

Freelance Web Developer

Jun 2021 - Oct 2024

Taxi Driver

City of Buenos Aires
Nov 2019 - Sep 2023

Barista

Starbucks Coffee
2018 - 2019

Substitute professor of Algorithms and Data Structures, and Electronics classes of 2nd Year

Ins. Ind. Luis A. Huergo
Jun 2018 - Jul 2018

Computer Department Intern

Assembly and maintenance. SW installation and configuration. Inventory. Technical assistance to teachers and students. Preparation of projectors and sound equipment. Teaching assistant in subjects of the department.

Ins. Ind. Luis A. Huergo
2015 - 2016

education

CS50's Programming with Python

HarvardX online courses
Sep 2022 - Oct 2022

ReactJS Development

Coderhouse
Jul 2021 - Aug 2021

JavaScript Development

Coderhouse
Jan 2021 - Apr 2021

IT Technician

Ins. Ind. Luis A. Huergo
Feb 2011 - Nov 2016

contact

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Autónoma de Buenos Aires

My Web Portfolio:

beksiazek.github.io/

LinkedIn:

linkedin.com/in/brian-ksiazek/

skills

- Spanish - Native
- English - Advanced
- Customer Service
- IT Support
- Azure, Active Directory, IAM
- Citrix (Secure Access, Workspace, Receiver, Director, etc.)
- SAP
- Git
- HTML, CSS, JS, React
- Firebase

Technology offers us a world of possibilities, which is why I believe it is essential to be in constant learning to make the most of its benefits.

I investigate and solve problems in creative and efficient ways, I learn new techniques quickly. I am an extrovert and easily establish interpersonal relationships, which is why I function well within a team. Always looking for challenges that will take me out of my comfort zone and kick start my goals.