CHRISTIAN PEREYRA

Technical Support and Infraestructure

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About Me:

Technician with 3 years of experience in IT support and infrastructure through tasks of server administration, mail, antivirus, to tasks closer to the user performing Helpdesk remote and Onsite. Always oriented to the satisfaction of the end user and clients fulfilling in time and form with the tasks, always trying to be focused on the continuous development of good results.

EDUCATION

- **Universidad del Trabajo del Uruguay - UTU**
  Mar. 2016 – Dic. 2018
  Montevideo, Uruguay.

  Degree: Computer Science Baccalaureate

- **High School – Lyceum N° 9 IDEA**
  Montevideo, Uruguay.
  Degree: Engineering

Career Summary

BASF Services Américas (Outsourcing) - Dic. 2020 – Until today
Montevideo, Uruguay.
Position: IT Support Analyst
Contracted by Datalogic Software SRL

Tasks:
-Preparation and repair of PCs and other equipment for new and existing employees.
-Onboarding of new employees about internal systems and information security awareness.
-Support to existing employees onsite and remote.
-Network cabling patching.
- Ordering and control of the hardware stock.

Nummi S.A. – REDPAGOS (Outsourcing) -   Aug. 2019 – Feb. 2020

Position: Helpdesk Support
Contracted by AT SRL

Tasks:
-Remote and On-Site user support for the different collection agencies.
-Internal support: PC troubleshooting, mail, printers, networks, patching, telephony,
-Windows 7 and 10 imaging with Sysprep and implementation through SCCM (System Center Configuration Manager).
-Antivirus monitoring (Trend-Micro). Monitoring (Nagios).
-Mail (Zimbra).
-Repair of hardware of the equipment or sent to external services.
-Contact with service providers of printers, PCs, general electronics.
-Use of incident and task ticketing system with Workfront and GLPI software.

AT SRL   Mar. 2019 – Feb. 2020
Montevideo, Uruguay.
Position: IT Support and basic infrastructure administration

Tasks:
-Remote and On-Site support to end users.
-Preventive maintenance (Checklist) in contract customers (Servers, Backups (Veeam), Antivirus (Kaspersky and Symantec).
-Networking.
-Preventive Monitoring Nagios and improvement actions and client infrastructure.
Installation of Windows 7 and Windows 10 Operating Systems.
Assignment and creation of users in mail platform (Office365, Google Apps (GSuite) and Zimbra).
Administration and testing of Servers (Windows 2008 - 2012 - 2016).

Sonda Uruguay S.A.   *Jun. 2018 – Feb. 2019*

Montevideo, Uruguay.
Position: Field Support technician

Tasks:
-Installation, diagnosis and On-Site configuration of PCs, notebooks, printers, network cabling.
-PC and notebook repair and maintenance.
-Installation and configuration of Microsoft Windows and Linux operating systems.
-Fulfillment of SLA's contracted by the client and direct report to him of the completion of the task.
-Contact with suppliers for equipment and supplies of PC's and printers.

Freelance: service repair at hardware and software   2015 - until today

I work in a particular way as a PC and cellular technician, totally oriented to the final public and with a clear vocation of service to be able to maintain my personal business.

Courses and Certifications

Azure Fundamentals

-SQL Basics
-Windows Server 2016 Administration
-Microsoft Intune MDM
-Microsoft SCCM and MECM
-DevOps fundamentals
-Cloud fundamentals
-Google IT Support Specialist (5 courses)
-Linux Administration Basics
-Information Security (BIOS institute)
-IBM Cybersecurity Analyst (ongoing)
-Scrum Fundamentals
-Fortinet NSE1
-Fortinet NSE2 (ongoing)
-Veeam Backup and Replication Basics
and more at my Github

References

Rodrigo Martínez: Senior Technical Support at Sonda Uruguay: 091 458 869
Diego Caggiano- IT Coordinator at BASF: 096 272 006
Sebastián Eizmendi – IT Analyst at BASF : 098 889 173