

Daniel Ortiz

Madrid Spain · +34 634 19 05 63 · dramosortiz14@gmail.com

IT Support Technician with experience providing Level 1 technical assistance in corporate environments. Skilled in incident resolution, user support, and system maintenance. Comfortable working under pressure and supporting executive-level users with discretion and efficiency. Strong knowledge of Windows and Linux systems, ITSM tools, and collaborative environments.

TECHNICAL SKILLS

- **Operating Systems:** Windows, Linux.
- **ITSM and Ticketing Tools:** Jira, ServiceNow, Zendesk
- **Office Suites:** Microsoft 365 (Excel, Outlook, Teams), Google Workspace
- **Collaboration Tools:** Zoom, Slack, Teams, AnyDesk, Remote Desktop

Professional Experience

AIRON: IT Support technician (August – October)

Madrid, Spain 2025

IT Support Specialist (Level 1)

- Provided level 1 technical support to public administration staff, both onsite and remotely.
- Delivered remote support using tools like AnyDesk and Microsoft Teams.
- Managed user lifecycle: account creation, deactivation, and permissions through Active Directory, shared folders, and mailboxes.
- Installed and configured workstations running Windows 10/11 and Microsoft 365.
- Prepared and imaged new computers, ensuring secure data wiping and preventive maintenance

Aplica: Telecommunications Consulting and Engineering

Madrid, Spain 2025

- Provided internal technical support for hardware, software, OS, and basic network connectivity issues.
- Delivered remote support using tools like AnyDesk and Microsoft Teams.
- Installed, configured and maintained IT equipment and peripheral.
- Efficiently resolved technical issues, prioritizing tasks according to urgency and ensuring operational continuity of systems.
- Managed incidents using Jira.

NUNSYS: Technological Solutions

Madrid, Spain

Helpdesk Technician (L1)

2021 - 2024

- Provided first-level technical support to internal users for networks, printers, email, and system configurations.
- Performed preventive and corrective maintenance on Windows environments.
- Managed and tracked tickets using ServiceNow, ensuring SLA compliance.
- Participated in user account migrations during a service restructuring.

Grupo CMC Consulting (Internship)

Madrid, Spain

- Assisted with inventory management of corporate hardware and software assets.
- Prepared and configured workstations for new employees.
- Supported administrative tasks related to IT asset tracking.

EDUCATION

Higher National Degree in Multiplatform Application Development

Madrid España

ILERNA

Ongoing

Training in programming, databases, systems, networking and web/mobile application design.

Higher National Degree in Electronic Maintenance

Madrid Spain

IES Pacifico

2019 - 2021

Specialization in diagnosing, repairing, and maintaining industrial electronic equipment.

OTHER CERTIFICATIONS

CyberOps Associate – CISCO (2023)

- Cybersecurity certification focused on threat detection, incident analysis, and network/ endpoint security within SOC environments.

JNCIA – Junos – Juniper (2023)

- Training in IP networking, Juniper device configuration, CLI, security policies, and protocols like OSPF, RIP and BGP.

SOFT SKILLS

- Technical problem – solving.
- Clear and effective communication.
- Analytical thinking.
- Time management and prioritizing.
- Teamwork.
- Autonomy and responsibility.

LANGUAGES

- Spanish: Native speaker.
- English: C1 Level.
- German: A2 level.