

DIANA RODRIGUEZ COSME

Achievements

- Divers Group Website – creation, maintenance, and assistant for divers group team.
- Creation of new tools for Client Portal of Divers Group - Creation, maintenance and help for divers group team.
- Creation of System administration tool to asset servers for Carvajal Technologies and Services.
- SheCodes Workshop – Introduction to programming.
- SheCodes Workshop – Front End Development (Rest API, HTML, CSS, Bootstrap).
- Diploma Cycle 1: Fundamentals of Programming - University National of Colombia (UNAL).
- Diploma Cycle 2: Basic Programming - University National of Colombia (UNAL).
- Diploma Cycle 3: Backend and Front-end with python, Django and Vue JS - University National of Colombia (UNAL).

Experience

September 2020 - Currently

Technical Services Administrator | Divers Group Ltd, Auckland - New Zealand.

- Receive IT equipment, either from customers premises or at Divers Group premises
- Decommission used IT equipment following the correct process as required by the customer and put into storage.
- Commission new/replacement IT equipment as per customer requirement and put into storage.
- Act as the interim point of contact between Divers Group and customers when decommissioning and commissioning / installing IT system on customer premises where required.
- Promote a healthy and safe working environment within the Technical Services Team and ensure adherence to both Divers Group health and safety policy and that of customers when on their premises.
- Improve, maintain, and develop new tools for Client Portal. Using PHP, Laravel 8, MSSQL, HTML, CSS – Tailwind.

SOFT SKILLS

Communication skills

Willing to communicate and learn from others

Self-motivated

Quick learner

Able to work well under pressure



430 Queen Street
Auckland - 1010



+64 02041604505



Ingeniera.dianam@gmail.com



www.linkedin.com/in/dianarodriguezcosme
<https://github.com/diannita/>

Good at troubleshooting and time management

Able to listen well to others

TECHNICAL SKILLS

Front-end: HTML, CSS, Tailwind CSS, Bootstrap.

Front-end framework: Laravel 8, React, React native, Vue JS.

Back-end: PHP, vanilla JavaScript, Django, Python.

Database: SQL(MSSQL, MYSQL, PostgreSQL)

Version Control: Git, GitHub, Bitbucket.


Server administration: Able to manage virtual machines with VMware, Microsoft Azure, and AWS.
Windows and Linux Server Administration
Network administration

- Help Divers Group team creating and doing the maintenance of Divers Group Web Site. Laravel 8, HTML, Tailwind CSS and vanilla JavaScript.

December 2013 – December 2016

Data center Specialist Technician | Carvajal Technologies and Services - COL

- Specialist in charge of IT infrastructure: backup and recovery information to an event or disaster (Data Protector by HP).
- Responsible for detecting faults in the communications infrastructure and services in real time, thus increasing the control level infrastructure connectivity and reduce costs operation.
- Monitoring technology platform to ensure the proper functioning of it.
- Propose diagnostic activities and restore service to users.
- Perform low complexity diagnostic activities against the incidents received from internal customers, to implement the actions associated with the diagnosis and restore services to users.
- Schedule basic preventive and corrective maintenance of services to ensure continuity of the service.
- Monitoring of physical conditions (power, cooling) and servers in the Datacenter area.
- Completes assigned tickets efficiently and in alignment with Key Performance Indicators (KPIs) while meeting established Service Level Agreements (SLAs) with guidance from other technicians.
- Vital functions are fulfilled in the operational, tactical and support to the different infrastructure services, such as networks, messaging, security, collaboration services, among others.
- Complies with DataCenter Services (DCS) business unit and service-level policies, procedures, and deadlines with guidance from other technicians.
- Maintain a strong client focus to understand the impact of their work when completing tickets and assigned tasks.
- Prepares, stages, sets up, and performs basic start-ups and shutdowns for hardware according to specifically written instructions provided via checklists, guides, standard protocols, emails, guidance from other technicians, and direction from management.
- Propose activities aimed at improving processes.



December 2012 – December 2013

Technical Specialist Service Desk | Carvajal Technologies and Services - COL

- Analyze and provide support and advice to the user to ensure the functionality of IT services.
- Supporting documents and IT service management.
- Customer requirements and restore agile customer service to meet the SLA.
- Research solutions using available information resources.
- Advise user on appropriate action, sometimes education of user is required.
- Install and support user applications such as Mail and web gateways, user applications.
- Respond timeously to requests for technical assistance in person, via phone, or electronically.
- Follows procedures to communicate, report, and escalate incidents to appropriate Microsoft Datacenter operations management and Technician Leads.

Education

National University of Colombia

Diploma in Software Development

October 5th, 2022 – Currently

Cycle 4: Software Development in Progress

SheCodes Workshop

SheCodes Basics July 25, 2022

Valid Certificate ID: <https://www.shecodes.io/certificates/8d527fe8088e34b96ea0c5dcb5f82741>

SheCodes Plus

SheCodes Plus September 26, 2022

Valid Certificate ID: <https://www.shecodes.io/certificates/6d79f6c4bb4dcb5b254b0c38b47888c5>

SheCodes Responsive in Progress

SheCodes React in Progress

Catholic University of Murcia - Spain

Master in Cybersecurity

27 September 2022 - Currently

New Zealand School of Education (NZSE), Auckland – New Zealand

Diploma in Applied Network and Cloud Technology Level 7

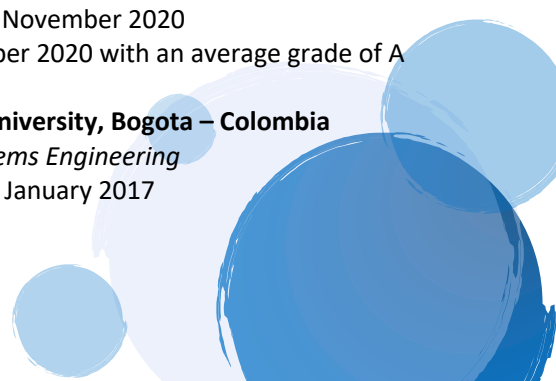
November 2019 – November 2020

I graduated ending of November 2020 with an average grade of A

National Open and Distance University, Bogota – Colombia

Bachelor's in Systems Engineering

October 2011 – January 2017





Volunteer Experience

***E-Monitoring in Research* - National Open and Distance University – Colombia - 2015 - 2017**

- Promoting actors who, from their experience, manage to make autonomous learning visible in Virtual Learning Environments and in a collaborative way.
- Research, streamlining peer-to-peer processes and strengthening skills development in the construction of research hotbeds and library.
- Collaborated with team members to meet daily demands and handle challenging projects.

International Student Support Committee - 2020

- Serving to engage students in learning about leadership and providing a direct student voice.
- Supported student personal, academic, and vocational needs with compassionate counseling and personal guidance.
- Participating in the decision-making and operation of student activities/school events

References

Michael Gwilliam
Supervisor at Divers Group
Contact: +64 0212585655
Email: michael@divers.co.nz

