Diego Gutiérrez

Frontend Developer / IT Services Engineer

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About Me

Developer of applications and web pages with projects in the information technology and services sector. Knowledge in Html, Css, JavaScript, Sass, Bootstrap, Git and Github. Additionally I have experience as IT Support Specialist, efficiently solving hardware and software problems, administering networks and providing technical support to the end user.

Experience

SicilybyCar.

Software Developer.
Sicily by car Projects · Self-employed.
Jul 2023 - Currently· 6 months.
Malta

Portfolio Web.

Frontend Developer
Personal Projects · Freelance
Jun 2021 - Currently
Malta

- Design, development and implementation of the Frontend for the web portfolio, using technologies such as: HTML5, CSS3, Javascript.
- Collaboration with junior designers from various UI/UX communities to improve the look and feel and user experience.
- Developed, consulted and collaborated with a network of contacts in the frontend development field, which facilitated a significant improvement in the dynamics to obtain different points of view.
- Deployment of websites in the cloud with Hostinger, including configuration of custom domains.

Banco Exterior

Senior Analyst / Problem Manager.
September 2012 February 2017
Venezuela

Problem Manager.
February 2015 - February 2017.

- Optimized reporting and classification processes, implemented effective procedures for identifying and reporting problems in incident management.
- Properly classified problems into specific categories and determined their impact on overall system performance.
- Troubleshooting, tracking and resolution of problems.
- Problem closure and record keeping.

Senior Analyst.
September 2012 - February 2015

- Assistance and support to first level technical staff, providing guidance and solutions to resolve complex problems.
- Prioritize immediate attention to incidents or problems affecting operational continuity, reducing system downtime.
- Maintain effective communication with users and customers, informing them of the status of incidents through historical tools and providing regular updates.
- Perform constant tracking and monitoring of the progress of each service, ensuring complete and satisfactory resolution of incidents.
- Perform exhaustive analysis of each incident, in order to solve current problems and prevent future ones.

Experience

Banco Exterior

It Support / Junior Analyst
April 2009 - August 2012
Venezuela

Junior Analyst.
December 2010 - August 2012

- Manage incoming inquiries (calls, chats, email, tickets) and/or redirect inquiries, if necessary, to the appropriate support groups for resolution.
- Creation of tickets and documentation of all activities in the system with quality standards.
- Troubleshooting of incidents for resolution or escalation to appropriate Tier 2 teams.
- Provide follow-up queries and status updates to end users in their open ticket queue and ensure all efforts are made to meet SLAs.
- Collaborate with different areas and departments to identify improvements and solutions, promoting customer service optimization and quality of care.

It Support
April 2009 - December 2010

- Supervision and maintenance of the company's computer systems and networks.
- Installation and configuration of computer systems.
- Diagnose hardware and software failures and solve technical and application problems.
- Manage relationships and purchases with local and international hardware and software suppliers.
- Commissioning, assigning, maintaining and decommissioning all desktop hardware including PCs, laptops and printers.
- Maintaining the asset register for new, reassigned and retired equipment, replenishing stock levels when necessary.
- Performing desk moves and ensuring all local PC locations are documented and updated.
- Responding quickly to virus alerts.

Studies

PLATZI
Online Education
Frontend developer
2020 - Currently.

Edteam
Online Education
Web development
2019 - Currently.

Google Activate
Online Education
Introduction Web Development I / II
2019 - 2019.

University Institute of Industrial Management Technology (IUTA)
Technical in Computer Science, Information Technology
Sptiembre 2005

Skills

Frontend Developer.

- Html, Css and Javascript.
- Visual Studio Code.
- Bootstrap.
- Git and Github Version Control.
- Basic Design Knowledge: Fitma.
- CSS Preprocessors: Sass.
- Responsive Design.
- Browser Development Tools.
- Collaboration and Communication.
- Wordpress.

IT Support Specialist.

- Operating Systems.
- Hardware: diagnose, repair and upgrade computer hardware and peripherals.
- Networking: Configuration and maintenance of networks, wired and wireless connections.
- Software and Applications: Installation, configuration and troubleshooting of enterprise software and applications.
- Computer Security: Implementation, revision and repair of antivirus.
- Virtualization.
- Remote Support Tools.
- Ticket and Documentation Management.
- Troubleshooting.
- Collaboration and Communication.