**Nelson A Chuquen**

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**Summary**

My background includes over 15 years of experience in IT service delivery department in financial and operative service. **1st /2nd/3rd Line Support experience**, **Maintenance and Support of PC’s (Lenovo, Dell, HP), Servers (Microsoft Windows Server 2003, 2008, 2012), Laptops (Lenovo, HP), Notebook and Mac,** Networks Device (Routers and Switches), **Installation, upgrade and imaging and deployments of Operating System, Acronis, Ghost (Windows 7, 8 and 10**), Configuration, backup and endpoint security. Data Center Service Support (Server IBM Xseries and Blade Center) and Computer Network (TCP/IP, Active Directory Management, DHCP), **AWS Cloud Services self-study**.

Also, I have the ability to recognise and resolve complex issues in desktops, mobile devices, tablets and peripherals device, **strong knowledge in virtualization (Hyper-V and Wmvare 5.0)** and mailboxes exchange 2003 and Lotus Notes.

I have been in charge of major projects, progressing them and ensuring key targets are met. This demonstrates my effective, thorough planning skills and decision making. As a team leader I have mentored and coached employees. I’m able to work within tight deadlines and can cope well under pressure. I looks to plan and mitigate risks prior to them turning into issues with effective stakeholder management and communication. I ensure customer satisfaction is achieved whilst presenting a professional manner at all times. I have a strong work ethic; I’m confident, hardworking and reliable.

Last Training:

**VMware vSphere: Install, Configure, Manage v6.5**training running at Leeds City College. May-2019.

**AWS Business and Technical Essentials Bootcamp Start** , QA Manchester UK Fast Campus 20 June 2019.

**Professional Experience**

***Aug 2017 - Current PC CallOut LTD IT Support***

**AWS Support**

Manage virtual cloud EC2 Instances on Windows and Linux servers (Compute, Memory and Storage optimized), EBS storage, Elastic load balancer, Autoscaling group, Cloudformation, Cloud watch to monitor your AWS environment, Event analysis and log monitoring, design frecuenclly data storage backups in S3 buckets and Glacier, Handle DNS routing, Cloud Trail to monitor and audit activity and RDS Database.

**Help desk** second level On Demand

Solved the incidents in remote or in place, relate with servers, computers, networks

**IT Support Enginer**

I am providing computer repair services visiting client sites to resolve technical issues, of home and business computers, the SLA´s is 2 hours to solve computer failures in Hardware and Software PC, Laptos and Printers.

My offered skills are:

* Windows 7, 8 and 10, MS Office and other software Installation
* Internet & WIFI Connection
* PC Crashing and Freezing
* Software Fault and Upgrade
* Data Loss & Retrieval
* Hardware Faults & Upgrades
* PC Not Booting or Blue Screens
* Virus or Spyware Removal and Prevention
* Laptop Hardware Repairs
* Computer Training & Tuition
* Network Setup or Repairs
* Backup Solutions Offline and Online
* Internet Security
* Power Failure
* Remote Assistance Services

***Sep 2016 - Jul 2017 The Best Connection Ltd. UK Warehouse Staff***

* Ensure all orders are picked and dispatched to the customer order and requirements.
* Receive and put away stock in a timely and orderly manner with the use of MHE.
* Load and despatch orders as instructed in line with given targets and key performance indicators.
* Ensure that any issues are escalated to management at the earliest opportunity.
* Ensure warehouse procedural controls and processes are maintained in line with Health & Safety and good working practices.
* Operate MHE safely, responsibly and as instructed.
* Complete all necessary paperwork accurately.
* Report any damage to products or packaging to management.
* Actively make suggestions for packaging and labelling

***Oct 2015 - Aug2016 Caracas Grill Restaurant.Leeds Kitchen* *Assistant***

* Preparing Salads, Sauces to beef and chicken, desserts.
* Making sandwich special of Chef.
* Manage of Grill.
* Maintaining high standards of cleanliness in any satellite kitchens, ensuring that all areas and utensils are cleaned during food preparation
* Ensuring that all cleaning materials are handled according to company policy.

***May 2015 – Sep 2015 KimChee Restaurant. London Kitchen***

***Assistant***

Preparing vegetables and salad for the chef.

* Maintaining high standards of cleanliness in any satellite kitchens, ensuring that all areas and utensils are cleaned during food preparation
* Ensuring that all cleaning materials are handled according to company policy.

**M*ar 2014 - Apr 2015 SUMMA SYSTEMS. Caracas. IT Service Delivery Manager.***

**Responsible for the technical service support** in the central region of Venezuela to the NCR ATM´s network around Mercantil Bank, Treasure Bank, National Discount Bank:

* To Provide and development service delivery of ATM spare, warranty the operational continuity of ATMs. (24/7)
* To coordinate and supervise the technical team during the ATM installations**,** operating systems configuration **and** ATM hardware.
* Toensure continuous delivery of IT services through oversight of SLA’s with end users and monitoring of IT systems performance.
* Communicating and working directly with customers to ensure we meet their high standards of service execution.

***Aug 2013 – Apr 2014 ITATU C.A. Valencia IT Consulting Support.***

During my self-employee time, my duties were to support Servers Win 2008 and Win 2012 (installation / repair of operating system and change parts), PCs and also repair Laptos (changing damaged parts). Network activities for new structures, working with CAT 5 cabling and CAT 6. I provide consultations for infrastructure improvements in PCs and Servers.

***May 2010 - Jul 2013 Bank of Venezuela. Caracas* IT Senior Specialist,**

***Wintel Engineer***

**Responsible for the 2nd and 3rd line support** in the Head Offices and branches of Bank of Venezuela:

* Performing second line support in preventive and corrective maintenance **Windows Server 2003, 2008 & 2012** platform.
* Using VMware 5.0 vSphere as a basic tool "Virtualization Servers" on ESX IBM equipment.
* Resolution of complex problems in Windows Server operating systems.
* Performance analysis and troubleshooting Support Level 2 and 3**,** Screening hardware failures on IBM Xseries and Blade Center and chassis.

***Feb 2008 - May 2010 Bank of Venezuela. Caracas IT Infrastructure Engineer***

* I was in charge of planning the migration of Windows XP to 7, with a team of 6 IT engineers.
* To management **SCCM (System Center Microsoft)** **based on the compatibility of applications running 16 and 32 bit network to function with Windows 7.**
* Responsible for managing the migration of the banking platform from **Windows NT Work Station to Windows XP Professional.** Massification of the entire commercial network of Branches and Administrative Buildings.
* I was responsible for all new devices, technologies, configurations or methodologies that the Bank may require. This includes server platforms, backup solutions, operating systems.

***Oct 2007 - Feb 2008 IBM Venezuela Manager of field staff (HVP-ITS)***

***Caracas Bank of Venezuela Project.***

* **Responsible for supervision of field service given to the Bank of Venezuela**, at the national level, still my responsibility to bring the service is `PC printers in the Administrative areas (Building Bank of Venezuela, and agencies at the national level in addition to the Call Center) said, committed to the levels of 98% customer services, handling response times 4 and 8 hours

***Jan 1999 - Oct 2007 IBM Venezuela Technology Project Leader.***

***Caracas***

In this period performs the **role of project manager and technical leader** in the Information Technology (IT) products and services industry. He has over 8 years of work experience in technical and management leadership roles and a proven track record of successful delivery of high-end IT solutions to numerous clients in a variety of industry segments. IT Services coordinator of installation / support (including rollouts) of the followings products:

* High Volume server’s x86 platforms called System x Servers/Blade Center (24x7 maintenance contract).
* Networking switches Cisco / Nortel (24x7 maintenance contract).
* Desktop and mobile solutions (Now Lenovo products).
* Project manager of maintenance contracts of Non-IBM platform such as ATMs. Revenue, profit labor/parts control.

**Training**

**2013**, Curse Microsoft 6294A Planning and Managing Windows 7 Desktop Deployment and Enviroments

**2012,** Prevention and control of money laundering. Bank of Venezuela.

**2012,** Problem Resolution – Bank of Venezuela.

**2011,** ITIL Servicio V3 – Bank of Venezuela.

**2006**, Boot Camp certificacion LPI (Linux Prosefional Institute) Nivel 3/3 Completado.

**2004**, Certificacion examen RTC03 Mobile System / RCD03 Desktop System (IBM PC Institute)

**2004-2008** University Santiago Mariño, IT Engineer, Caracas – Venezuela.

**2003**, Boot Camp “Help Desk Analyst” Help Desk Institute.

**2000**, PC and Laptops IBM Specialist, (IBM Institute Certification)

**1999**, 2nd Level in Lotus Notes Specialist. 14 hours (IBM Institute)

**1999**, Office 2000 Specialist. Level two. 20 hours. (IBM Institute)

Training in and out of Venezuela and managerial skills and inherent knowledge assigned projects.

**Skills**

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| LAN platforms and operating systems:  Virtualization: | Server: Windows Server NT 4, Windows Server 2000, Windows Server 2003, Windows Server 2008.  Workstation: Windows XP, Windows 7, Windows 8, Windows 10  VMware 5.1 (Administration)  HyperV - system center 2012 (Administration) |
| Network services: | DHCP, DNS, WINS, SMTP/POP3, VPN, FTP. |
| Data Center:  Communications: | Server IBM Xseries and Blade Center.  Exchange 5.5 (Administration) , SMTP. |