



EDWIN PEDRAZA IT ENGINEER

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SUMMARY:

A professional System Engineer with proven working experience that combines different technology facets from system user acceptance testing, advanced hardware maintenance, software installations, and helpdesk support. Highlight skilled in highlight issues to help improving system performance, ability to work to best practice guidelines as well as natural attention to details, customer-focused, with excellent communication, influencing skills and problem-solving to achieve the best possible outcome for the team and the project as a whole. Experience in IT Systems such as SQL, HTML, CSS Java Scripts, Web pages testing, ISTQB standards.

After taking time off to move and settle in Australia, I am ready to find a challenging opportunity in IT where I could utilise my technical experience.

EDUCATION:

2016 General English, ELSIS, Brisbane QLD, Australia

2010 - 2014 Bachelor Degree of Systems Engineer, at ECCI University, Bogota, Colombia

2005 - 2008 Professional Technician in Systems Engineering, INSUTEC. Bogota, Colombia

WORKING EXPERIENCE:

System Test Analyst at Choucair Testing, Colombia

June 2015 – July 2016

About the company: Choucair is a pioneer company in software testing in Latin America. It has more than 18 years of experience, keeping its focus on such discipline, which gives it a high authority and objectivity in the software quality area. Choucair has executed more than thirty thousand testing projects in eleven countries and has created a new category in that market: Business Centric Testing.

Achievements:

- ✓ Developed business requirement templates aimed to collect input for an implementation project to automate processes in a major local bank.
- ✓ Developed an UAT procedure from scratch.
- ✓ Documented UAT which had to be signed and agreed by clients.

Responsibilities:

- Identifying and breaking down the necessary tasks to test new or existed products.
- Designing tests, either alone or as part of a team.
- Setting up automated tests.
- Performing functional tests of clients' web page.
- Analysing the customers' IT Quality Assurance Area.

IT Support Officer at IQ Outsourcing, Colombia

September 2013 – May 2015

About the company: IQ outsourcing is a BPO company (Business Process Outsourcing) and BPaaS (Business Processes as a Service) with 20 years of experience in the implementation of integral, technological and digital solutions for the effective and secure management of transactional information processes of large organizations belonging to Financial, Health, Insurer, Government and Industry and Service sectors.

Achievements:

- ✓ Proposed, prepared and facilitated training for new team members, this included developing training information packages and knowledge assessment test. This initiative increased team productivity by 20%.
- ✓ Designed and implemented an operational status report using SQL to pull information out of different systems and consolidating it in a company dashboard.
- ✓ Utilised SQL to identify errors in data bases, escalating errors to correct areas. This process allowed the business to fix errors in a timely manner saving time and money.

Responsibilities:

Network Support

- Monitoring and maintaining computer systems and networks.
- Ensuring that new technologies and processes are adapted to current systems effectively.
- Supervising installation of software and hardware modules and ensuring that upgrades are performed timely.
- Validating errors and proposing solutions to applications.
- Ensuring that computer hardware and software is updated and maintained correctly.

Help Desk Support

- Repairing and replacing equipment as necessary.
- Diagnosing and troubleshooting technical problems.
- Identifying priority issues and ensuring that they are handled first.
- Responding on time to service issues and requests.
- Providing technical support to customers' IT staff.

Contact Specialist, at Outsourcing S.A, Colombia

August 2001 – September 2013

About the company: Outsourcing, S.A. is a BPO & Contact Centre company, with more than 25 years of experience, managing the acquisition, service and maintenance of information systems for clients. Their services allow companies to control costs and have access to new technologies, without the need for new investments. The company provides quality service to its customers and identify new sources of income.

Achievements:

- ✓ Charged of customer service standpoint for successful installation projects of optic fibre networks for key clients of the company.

Responsibilities:

- Representing the company's image to customers by providing professional, courteous customer service;
- Providing accurate and timely information to customers; reviewing and appropriately communicating them relevant company policies;
- Contacting customers to establish their service needs
- Programming activities to install optical fibre for corporate clients; and
- Transmitting customers' requirements to engineers and technicians to ensure proper service to customers;

SKILLS:

- ✓ Problem solving
- ✓ Analytical thinking
- ✓ Capacity to work independently or as part of a team
- ✓ Resourceful
- ✓ Fast learner
- ✓ Adaptable