Luis Esteban Larrota Vargas

Experienced engineer bringing forth 15+ years providing superior technical and customer service support, data analysis and accurate logs interpretation. Skilled in SQL Language, operating systems, computer networks, workstation maintenance and remote management.

Informatics Engineer
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EXPERIENCE

Simetrik.com (remotely)— *Technical engineer support*

FEBRUARY 2022 - JANUARY 2023

Simetrik is a SaaS App for financial & banking companies. Its infrastructure is supported in a Data Warehouse and the AWS services. As TSE , we are the first customer line of contact for solving tickets received by Zendeks, within itś SLAs.

In the process of solving tickets, I use tools such as:

- ➔ **Zendesk (help desk software)**
- ➔ **AWS S3 file hosting**
- ➔ **AWS Cloudwatch, to analyze and interpret logs.**
- ➔ **AWS BATCH, which is our job orchestrator.**
- ➔ **AWS Workspaces.**
- ➔ **Snowflake, our warehouse to query data in production.**
- ➔ **Google Drive suite.**
- ➔ **JIRA, our agility methodology tool to track internal tickets follow up for hotfixes, bugs & tasks.**
- ➔ **VS Code, to run python scripts.**
- ➔ **Handling large amounts of information in .csv, .xlsx, .txt.**
- ➔ **GIT, To work with internal team projects.**
- ➔ **Master all kinds of situations that arise in operating systems, networking and even user errors.**

Supresencia.com, Colombia — *IT Help Desk and Call center Supervisor*

NOVEMBER 2010 - OCTOBER 2020

Technical support level 2 for cuentas.supresencia.com, an information system based on more than 80.000 members. Helping the customers via phone call or remote desktop assistance. On the other hand, helping the IT team with the network devices management..

I worked with tools such as:

- ➔ **OCS Inventory**
- ➔ **Aruba Central (Cloud management for Switch & AP)**
- ➔ **Microsoft SQL server, Python and Symfony**
- ➔ **IP PBX based on Asterisk and 3CX**

SKILLS

Customer Care

Reliability

Work under pressure

Coaching

HOBBIES

AI

Kitchen

Soccer

Wall climbing

LANGUAGES

Portuguese – Intermedio

English – Advanced

Spanish – Native

French – Basic

- ➔ **AWS Route53 (DNS administration) AWS Amplify (Web deployment) & EC2 servers.**
- ➔ **Bitbucket/ Git.**
- ➔ **Ubuntu, Windows and Mac OS user assistance**

Corfinanzas LTDA, Colombia — *IT Support Technician*

JANUARY 2009 - OCTOBER 2010

Responsible for software OS and hardware workstations maintenance. Windows Server Active Directory's manager. IP PBX system administrator. Preventive and corrective computer maintenance.

Voxcom Telecommunications LTDA, Bogota — *Technical support and customer service.*

FEBRUARY 2004 - APRIL 2008

Structured wired networks installation from scratch and itś setup. VoIP systems solutions implementation and customer support.

Some of the network services I worked with:

- ➔ Network computers LAN setup (Win/Mac/Linux).
- ➔ Router/Modem/Firewall/Switch setting up of DHCP, LAN, WAN, DMZ and controlling TCP/UDP ports.
- ➔ Outdoor P2P Wi–Fi assemblies for distances between 200 meters and 2 km.
- ➔ VPN connections to join several LAN networks as one, for corporate communication needs.
- ➔ Installation and administration of telephone exchange server IP/PBX (Asterisk).

EDUCATION

University Corporation of Science and development, Colombia — *Informatics Engineer*

JANUARY 2010 - DECEMBER 2013

Fundación Universitaria San Mateo, Colombia — *Computer systems & Telecommunications Technician*

JANUARY 2003 - DECEMBER 2006

- ➔ **Database Fundamentals Certification – Platzi – 2023**
- ➔ **Software Development for Beginners – Udemy.com – 2018**
- ➔ **Information Management of Databases, Seminar – 2016**
- ➔ **Microsoft Certification MCSA SQL SERVER 2012 – 2013**
- ➔ **Alliance Française Bogotá, DELF A1 – 2003**