

IT SUPPORT ENGINEER | Felix Rodríguez



Hi, I am Felix; I am Industrial Engineer focused on IT; I am sure I can use my experience to contribute to your company's goals.

Experience

- L3 Support Engineer | Qentelli | 2022-Present
 - Ticket management and triaging
 - Replicate issues and its environments for testing
 - Ensure proper recording and closure of all issues
 - Follow standard procedures for proper escalation of unsolved issues to the appropriate internal and external teams
 - Provide prompt and accurate feedback to customers
- Service desk Analyst lvl 2 | Wipro Technologies | 2022 – 2022
 - Take ownership of customer issues and see problems through to resolution
 - Research, diagnose, troubleshoot and identify solutions to solve customer issues
 - Follow standard procedures for proper escalation of unsolved issues to the appropriate internal teams
 - Provide prompt and accurate feedback to customers
 - Ensure proper recording and closure of all issues
- Infrastructure and EUC support Engineer | Tata Consultancy Services | 2021-2022
 - IT and Infrastructure duties
 - Desktop management and EUC Support
 - Ensure Security software and policies are up to date
 - Remote Support/Assistance
 - On/Offboarding processes workflow.
- Lean Manufacturing Intern | Ball Corporation | 2020-2021
 - Constant Improvement Management
 - Lean Methodologies Implementation
 - Optimization process
 - Data analysis, failure mapping process, statistic tools
 - Work Documentation
 - KPI's

Knowledge and skills

- Asset Management
- Ticket/CR/Others. Management
- Infrastructure Governance
- KPI's/Service level agreements
- Agile Methodologies
- Cloud Computing
- Teamwork
- Communication
- Network Deployment
- ServiceDesk skills
- DNS/SCCM/DHCP protocols
- Amazon Web Services
- CyberArk

Software Skills

- Active Directory
- Virtual Desktop Infrastructure VDI
- Citrix Workspace
- VMware horizon
- PDQ Deploy
- Postman
- Service Now
- Microsoft Office
- Microsoft Teams
- Apache NetBeans
- Command Line Interface
- Amplitude
- Jira Service Desk
- TeamViewer
- Datadog

Contact:

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Education

- Instituto Tecnológico de Querétaro
 - Bachelor's degree | Industrial Engineering
- LinkedIn learning | Different skill courses
- W3 Schools | Different programming courses
- UDEMI | AWS, Postman, Jira Courses

Languages

- Spanish | Native language
- English | Advanced (TOEFL Certification)

Other

- Passport
- Driver's license
- B1/B2 USA visa

Certifications

- Critical Thinking LinkedIn Certification
- Personal Effectiveness LinkedIn Certification
- Strategic Thinking LinkedIn Certification
- Ultimate AWS Certified Solutions Architect Associate
- TOEFL Certification (B2)