

## CONTACT INFO

**Mobile:** +573124754839

**Email:** gusmol37@gmail.com

Bogotá, Colombia

## PERSONAL PROFILE

IT manager with 7 years of experience in the IT field. I like to be up to date with all the news about the tech world, as I've always been very passionate about it. I work in the customer service field but I'd like to keep working in IT to resume my professional career path in this field.

## PROFESSIONAL SKILLS

### Technologies:

- HTML
- CSS
- JavaScript
- React JS
- NodeJS
- Bootstrap
- SQL
- MySQL
- API REST / RESTful
- GIT

### Soft Skills:

- Leadership
- Oriented towards meeting objectives
- Prioritization of tasks
- Problem-solving and decision-making skills
- Time management
- Critical thinking
- Quick learner
- Ability to delegate
- Effective communication
- Open to feedback

### Languages

- English: B1+
- Spanish: Native

# GUSTAVO MOLINA

IT ANALYST / TECHNICAL SUPPORT  
ENGINEER / JUNIOR FRONTEND DEVELOPER

## PROFESSIONAL EXPERIENCE

### Customer Service Representative

*Atento Colombia S.A. | May 2020 - Present | Contact: 5941111*

- Phone support about billing, payments, accounts, and technical support.

### Team manager

*SUTHERLAND COLOMBIA S.A.S. | March 2018 - August 2019 | Contact: 7457090*

- Manage a team of up to 20 people. Coach advisors and monitor their performance
- Escalation calls
- Creation of tickets on technical and coverage incidents.

### Written Area Analyst. ETB campaign

*TEMPORAL CONTACTAMOS S.A.S. DIGITEX S.A.S. | August 2017 - January 2018 | Contact: 2124463*

- Analysis, management, and solution of legal requirements

### IT Services Analyst

*TELEPERFORMANCE COLOMBIA S.A.S. | Sep 2015 - Apr 2017 | Contact: 4049080*

- 1st level on-site and remote service
- Incident management and handle cases through a ticketing system
- Active Directory management / Server monitoring / Situational room control software management

### Head of the Technological Infrastructure Division

*SUMAT Municipio Libertador | Jan 2010 - Sep 2015 | Caracas, Venezuela*

- Monitoring, evaluation, and guidance of technical staff to ensure compliance with achievement indicators
- Install, configure and set up software and hardware (Linux and Windows)
- Networking
- Evaluation of the technological needs of the assigned units.
- Inventory

## STUDIES

### Web development / Software development

*2021 - present*

DEV.F - Bootcamp

### Systems engineer

*9th Semester (Not completed). 2010 - 2012*

Territorial Polytechnic University of the Altos Mirandinos Cecilio Acosta. CULTCA. Los Teques - Venezuela.

### Systems technologist

*2007 - 2010*

University Institute of Technology and Industrial Administration. IUTA. Capital Region. Extension Altos Mirandinos. Los Teques - Venezuela.

## ADDITIONAL STUDIES

Networks and Transmission Media. National Learning Service SENA. (On-line).

Networks and Security. National Learning Service SENA. (On-line).

Database Design in SQL. National Learning Service SENA (Online).

Basic Technical Support. National Center for Information Technologies. CNTI. Caracas Venezuela.

Advanced Technical Support. National Center for Information Technologies. CNTI. Caracas Venezuela.