



Juan José Sarasola

Personal Profile

I have over nine years of experience in IT, including web hosting assistance, server management and troubleshooting. I am interested in continuing my development in the IT field while I deepen my knowledge in programming.

Competencies

- Problem Solving
- Teamwork
- Internet Savvy
- Analytical mind

IT Skills

- Microsoft OS products (Windows 10, MS Office, Office 365)
- Windows Server 2008/2012/2016/2019
- Active Directory
- Linux Servers Debian/CentOS
- CPANEL/WHM/WHMCS
- ServiceNow & Zendesk Ticketing System
- Mobile Device Management Systems - iOS & Android
- Virtualization products (VMWare ESXI)
- HTML5/CSS/JavaScript/VueJS/NodeJS/Kotlin

Languages

- English: advanced
- Spanish (native)

Personal & Contact Details

Age: 30

Nationality: Argentina/Spanish

DNI: 35.919.407

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github.com/jjsarasola/

Work Experience

• BARAGHOST

IT Analyst (Tier 2 & 3) - Part Time

March 2018 - Present

- Server management (Windows Server and Linux).
- Monitor ISP links and servers. (Zabbix).
- Administrate Web Hostings and domain's DNS.
- Administrate WordPress web sites.
- Deliver set ups (Servers, VMs).

• SMARTWAY SRL

Service Desk Adviser for Adecco Argentina (Tier 1 & 2)

February 2020 - July 2020

- Provide help desk service by email, chat and phone.
- Generate and manage internal tickets in ServiceNow (e.g. event problems and requests).
- Workstation support (Windows 7 & 10).
- Active Directory.
- Server management (Windows Server).

• INTERMEDIA SP

IT Analyst (Tier 1 & 2)

February 2010 - March 2018

- Provide help desk service by email, chat and phone.
- Generate and manage internal tickets in Zendesk (e.g. events, problems and requests).
- Monitor ISP links and servers.
- Deliver set ups (workstations)
- Install and maintain equipment (servers & networking) in Datacenter.

Education Background

• UTN

2021 – Present

Tecnicatura Superior en Programación. In progress.

• UTN

2020 – Present

Android Studio (Kotlin) Developer Course. In progress.

• EDUCACIÓN IT

2019 - 2020

JavaScript FullStack Developer Course.

References

- BaragHost

Bohdan Yakushenko (Manager)

Mobile: 1141874000

Telephone: 5199-4028

- SmartWay

Martín Lukacs (Manager)

Mobile: 1138407082

Santiago Del Bono (IT Manager - Adecco)

Mobile: 1132120392

- Intermedia SP

Federico Greco

Mobile: 1161133202

Telephone: 5032-9999