



# Juan José Sarasola

## Personal Profile

I have over nine years of experience in IT, including end users assistance, server management and more complex 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

- Networking (Mikrotik, pfSense, WireGuard)
- Microsoft OS products (Windows 10, Office 365).
- Windows Server 2008/2012/2016/2019
- Linux Servers: Debian/CentOS
- MySQL/MongoDB
- Git
- HTML5/CSS/JavaScript/NodeJS/React/VueJS
- ServiceNow/Zendesk/Jira Ticketing System.
- Zabbix.
- Virtualization products (VMware ESXI).
- Docker.

## Languages

- Spanish (native)
- English (advanced)

## Personal & Contact Details

Age: 32

Nationality: Argentina/Spanish

Location: Madrid, Spain.

Mobile: +34 674436790

WhatsApp: +5491169954752

Email: jjsarasola@gmail.com

 [linkedin.com/in/jjsarasola/](https://www.linkedin.com/in/jjsarasola/)

 [github.com/jjsarasola/](https://github.com/jjsarasola/)

## Work Experience

### IOV LABS

Customer Support Specialist in the Integration & Support Team  
January 2022 - Present

- Provide customer support to partners and end users of the Rootstock blockchain network.
- Testing and troubleshooting of network nodes using Docker containers.
- Content writing for the official docs of the Help Desk website and KB.
- Management of the customer support bot. This bot was developed by me using NodeJS and MongoDB to interact with users using Slack and Discord APIs.

### BARAGHOST

IT Analyst  
March 2018 - January 2022

- Server administration (Windows Server and Linux).
- Network administration (Firewalls, LANs, VPN).
- Monitor ISP links and servers. (Zabbix).
- Manage Web Hostings and DNS. (WHM/CPanel)
- Manage Google Workspace (ex G Suite).
- Manage OVH Cloud services (Servers, Failover IPs).

### SMART WAY

IT Support Technician for Adecco Argentina  
February 2020 - July 2020

- Provide help desk service to internal client by email, chat and phone.
- Manage tickets in ServiceNow (e.g. events, incidents and requests, inventory).
- Workstations support (Microsoft).
- Active Directory.
- Server management (Windows Server & Linux).

### INTERMEDIA SP

IT Support Technician  
February 2010 - March 2018

- Provide help desk service to end users by email, chat and phone.
- Manage tickets in Zendesk (e.g. events, incidents and requests).
- Monitor ISP links and servers.
- Deliver set ups (workstations).
- Set up and manage servers and networks in the datacenter.

References

- IOV Labs  
Alejandro Cavallero (Head of Integrations and Support)  
Mobile: +54 1141874000  
Email: +54 5199-4028
- BARAGHOST  
Bohdan Yakushenko (Manager)  
Mobile: +54 1141874000  
Telephone: +54 5199-4028
- Smart Way  
Martín Lukacs (Manager)  
Mobile: +54 1138407082
- Santiago Del Bono (IT Director - Adecco Arg.)  
Mobile: +54 1132120392
- Intermedia SP  
Federico Greco  
Mobile: +54 1161133202

Educational background

- EDUCACIÓN IT  
2019 - 2020  
JavaScript FullStack Developer. Completed.
- UTN  
2020 – 2022  
Android Studio Developer Course (Kotlin). Completed.
- UNIVERSIDAD DE BUENOS AIRES  
2010 - 2016  
Lawyer. Completed.