Jose Fabian Rodríguez
IT Support Engineer — Systems and Backend Knowledge

PROFESSIONAL SUMMARY

IT Support Engineer with experience providing technical support, troubleshooting systems, and working with backend technologies. Familiar with Linux environments, basic networking concepts, and issue resolution. I enjoy diagnosing problems, understanding how systems work, and supporting reliable services. Comfortable working in fast-paced support environments, collaborating with teams, and continuously learning new technologies.

Experience

Quantum Outsourcing Group
Oct 2024 – Oct 2025
Data Reconciliation Specialist (Client: Medical Lien Assignments LLC)

- **Worked** with structured databases to validate, reconcile, and maintain data accuracy across internal systems.
- **Investigated** data inconsistencies and resolved record-level issues to ensure system integrity.
- **Managed** data lifecycle processes (updates, reopenings, closures) following standardized procedures.
- **Generated** operational and status reports to support internal monitoring and decision-making.
- **Supported** internal systems by ensuring data consistency, accuracy, and operational reliability.

Intelcia
Jul 2022 – Jun 2024
Technical Support Representative (Client: Optimum, USA)

- **Provided** technical support for internet, phone, and cable services, diagnosing connectivity and service issues.
- **Troubleshot** network problems, device configurations, signal issues, and service interruptions.
- **Assisted** users with installation, configuration, and replacement of routers and set-top boxes.
- **Managed** high ticket volumes while maintaining strong customer satisfaction and SLA compliance.
- **Communicated** technical solutions clearly to non-technical users.

Mecánicos Asociados SAS - Masa Stork
Nov 2016 – Dec 2018
Junior Reliability Engineer

- **Performed** Root Cause Analysis (RCA) to identify and resolve system and equipment failures.
- **Analyzed** performance KPIs to detect trends and prevent recurring issues.
- **Produced** technical reports and dashboards to support operational reliability.
- **Applied** structured problem-solving methodologies to reduce downtime and improve system availability.

Certifications

- Technical Support Fundamentals - Google
- Introduction to Software Engineering - IBM
- Developing Backend Apps with Node.js and Express - IBM
- JavaScript Programming Essentials - IBM
- Getting Started with Git and GitHub - IBM

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in LinkedIn

🌐 Portfolio

Education

Google IT Support Professional Certificate
Coursera -Google (In Progress)

Mechanical Engineer
Universidad Nacional de Colombia
2011 – 2016

Technical Skills

- **OS:** Linux
- **Tech Support**
- **Backend Systems**
- **Databases:** MongoDB, MySQL
- **Languages:** JavaScript
- **DevOps:** Docker, Git
- **Web:** HTML, CSS

Soft Skills

- Critical Thinking
- Communication
- Problem-Solving
- Adaptability
- Teamwork
- Time Management
- Self-Learning
- Resilience

Languages

Spanish: Native
English: Advanced