



Liliana Silva Estevez

SW/App/Cloud Tech Support Analyst

Dynamic and used to working under pressure in a team, with experience in support and customer service, with a great sense of responsibility as well as a high dedication to service, capable of generating added value to the organization through the creation of ideas and own initiative to solve problems.

Contact

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Address

Calle 61 272 La Plata BA

Argentina - CP1900

Education

2010

Degree in Computer Science

F. Miranda University, Venezuela

2017

Diploma of Leadership and Management - Lloyds International College Sydney

2022 – Actualmente

Desarrollo Full Stack CODERHOUSE

Expertise

- Microsoft Office 365, MSTeams, Collab, Voice, Switch, Routers.
- Azure
- Servers, Infra Troubleshoot
- HTML, CSS, JAVASCRIPT
- ServiceNow / LogMeIn Rescue Technician Console
- Process Flows

Language

English

Spanish

Italian (Intermediate)

Experience

2018 - Present

ACCENTURE - Argentina

SW/App/Cloud Tech Support Analyst

Installation, configuration and repair of Windows 11 issues. Resolution of network, software - hardware failures, resolution-configuration and advice on the Office365 package. Troubleshooting related to internet connections, voice, collab, infra, routers, server, switches and networks. Internal customer training, purchase of computer supplies related to the area as well as troubleshooting at the level of implementation of new technologies to apply (oculus, panacast, miracast). Remote assistance through the LogmeIn tool and review of cases through ServiceNow (some cases include remote deployment of Windows 11).

2017 - 2018

Samsung Colombia - Bogota

SW/HW Tech Support

Call answering (front desk), detection and elimination of viruses and/or spyware. Installation and maintenance of own programs. Inventory and control of SAP R/3 Hardware - Software. Maintenance of access accounts (security and maintenance).

2010 – 2017

Laboratorios BIOGALENIC VENEZUELA, C.A.

Tech Support Analyst

Installation, configuration and repair of Windows 7, resolution of failures related to Windows XP, networks and resolution and advise on the MS office package.

Troubleshooting related to internet connections, routers, switches and hubs.

Internal customer training such as Office, tools, etc., purchases of computer supplies. Maintenance of access accounts (security and maintenance).

2004 - 2010

Banco Central de Venezuela, C.A. BCV

Tech Support Analyst

Installation and configuration Office2000 and 2003. advance use of Lotus Notes, purchases of computer supplies. Installation, configuration and administration of Windows98, Windows2000 and WindowsXP. Installation, configuration and maintenance of Office Package. PC assembly and replacement of parts and pieces. Account maintenance.

Reference

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