



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. I am currently advancing in the area of WEB Development, which I am very passionate about and in which I hope to venture 100% of my time. **Actualmente me encuentro avanzando en el área de Desarrollo WEB lo cual me apasiona muchísimo y en la cual espero incursionar el 100% de mi tiempo.**

Contact

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GitHub

<https://github.com/lilianaestevez29>

Address

Calle 61 272 La Plata BA Argentina - CP1900

Education

Degree in Computer Science
F. Miranda University, Venezuela

Diploma of Leadership and
Management - Lloyds
International College Sydney

2022 – Actually
Desarrollo Full Stack
CODERHOUSE

Skills

Desarrollo Web/ Coder House:
HTML, CSS, JAVASCRIPT, Java
(basic), Bootstrap, SweetAlert2,
Figma, Balsamiq Git – GitHub,
Visual Studio Code, SaaS, Agile
Methodology, AI, UX.
React Js / Backend next to study**

Technology Support: LogMeIn app,
Remote Apps, Windows11 Paq,
Apps configurations, Admin access
control, reset access, Microsoft Office
365, MS Teams, Collab, Voice,
Switch, Routers.
Servers, Infrastructure.

Language

English B1,
Spanish – Native
Portuguese - elementary

Experience

2018 - Present

ACCENTURE – Argentina
Field Support CIO PP.

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, Pana cast, 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

Laboratories **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).

2010

Central Bank of Venezuela 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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