

# Luis Falconí

luis.falconi01@outlook.com | +593 968524952 | Quito Ecuador



## EXPERIENCE

### Produbanco

January 2022 – March 2023

#### IT support Infrastructure analyst

- Analysis of the daily processes in the area using SQL and Power Bi for the creation of Dashboards
- Support in the System Center (SCCM) tool for updating Windows 10 security patches on Produbanco client machines.
- Implementation of procedures for the Support and Infrastructure area in the Bizagi Modeler tool.
- Installation of the KAL ATM application in Produbanco ATMs.

### Top Tech Advisors S.A

September 2019 – January 2022

#### IT support Infrastructure assistant

- Provide level 2 and 3 support to Produbanco users in the main buildings of Quito and offices nationwide.
- Preparation and cloning of hardware with employee's image and deployment of Windows 10.
- Migration of Windows 7 operating system to Windows 10 at Servipagos agencies nationwide.

### Produbanco

February 2019 - September 2019

#### Intern

- Support in the development of the web client of the CPOS system in C# .Net Core
- Report and analysis of the billing level of affiliated e-commerce in Alignet
- Reception of requests for creation, deletion and modification of users in the bank's VTC system
- Receipt and processing of requests for the creation of new travel agencies and airlines within the VTC Online system

## EDUCATION

### Plazti

January 2023

#### Data Science and Artificial Intelligence School

- Achievements: Currently working on data science projects using tools such as Python, SQL, Tableau, and PowerBI.

### Israel University - UISRAEL

January 2023

#### Information Systems Engineering

- Achievements: Having learned about IT project management, information security, agile methodologies, and best practices in development.

### Escuela Politécnica Nacional - EPN

January 2019

#### Technologist in Computer Systems Analysis

- Achievements: Having learned cutting-edge technologies in various areas of IT, I gained knowledge in front-end web development, back-end web development, mobile development, database management, network infrastructure, and agile methodologies. In addition, I developed a full web and mobile system as my graduation project.

## OTHER

- **Technical skills:** Microsoft SQL, Python, Tableau, Power BI, Excel advanced, Git and Github
- **Certification & Trainig:** Scrum Fundation Professional, Python 101 for Data Science, SQL used in data analysis
- **Languages:** Spanish (native), English (Intermediate B1), Italian (Basic)