






CONTACT

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 Wylie, Texas
 [LinkedIn](#)
 [Portfolio](#)

EDUCATION

B.S. Computer Science
Southern New Hampshire
University
*Remote | Expected Graduation:
10/2024*

**Full Stack Web
Development**
Kenzie Academy
Remote | 08/2020

CompTIA A+ and Server+
MyComputerCareer
Dallas, TX | 06/2019

High School Diploma
I.E.P. Niño Jesús de Praga
Lima, Peru | 12/2014

SKILLS

AS400	Python
ServiceNow Ticketing	JavaScript
Monitoring	HTML5
Typing	CSS3
Troubleshooting	Microsoft Office
Documentation	Windows
Customer Service	MacOS
Work ethic	Computer proficiency
Attention to detail	Creativity
Research	Problem solving

LUIS FUENTES

IT Monitoring | CompTIA Certified

Experience in a technical support role, batch scheduling, coding, analysis, time management, collaboration, and technology. Knowledge of enterprise infrastructure monitoring tools. Ability and willingness to operate within tightly controlled operations procedures.

EXPERIENCE

Operating Sys Analyst Lead
Citigroup Inc. | Irving, Texas October 2020 – Present

- Manage multiple ServiceNow ticketing processes to resolve incidents and follow up with evidence.
- Provide effective response when answering phone calls into the CTI Command Center Hotline.
- Perform 1st level support and escalate issue to Tier II support if unable to resolve.
- Use monitoring systems to provide the Command Center Management and Technical Support teams an immediate health check on the technology infrastructure.
- Maintain procedural documentation update up to business specification and translates from Spanish to English.
- Trained and mentored six operators on iSeries systems from Argentina and Colombia operations in a timely manner.
- Performed change task review, acceptance, and implement change tasks when due.

IT Associate
Global Asset, LLC. | Carrollton, Texas August 2019

- Staffing support to help out campus technicians at Rockwall Health and Rockwall High School to assist them with Chromebooks.
- Skilled at new software and hardware installations, making customer satisfaction a priority.

Overnight Stocker and Department Manager
Walmart Inc. | Sachse, Texas April 2016 – October 2020

- Oversaw inventory, including follow-up on shortages and maintain minimal inventory for cost reductions.
- Resolved various product or consumer complaints with excellent communication skills and customer service.
- Developed strategies and plans to achieve greater sales results through business analysis, action planning, and effectiveness.