MIGUEL ANGEL RIVAS

PERSONAL SUMMARY

A highly motivated and problem solving person who is able to work well under pressure with complex projects. With a keen interest in technology I would like to join a team of like-minded developers. I'm continually evaluating and upgrading my skills in web developing and the english language.

CAREER HISTORY

TECHNICAL SUPPORT - INSA, FREELANCE — 2015

Diagnosing and solving issues through DB2, AS400 IBM, Unix, CONTROL-M, PL/SQL, Lotus Notes IBM and Ticketing program as Service Manager HP . Support and remote training for the 1st and 2nd level support. Participating in discussions with clients to clarify what they need.

TECHNICAL SUPPORT, HEWLETT PACKARD OUTSOURCING, LEÓN — 2010-2015/05

Performing Updates and changes on systems and software, based on documented procedures. Diagnosis, resolution and/or escalation of Software and Systems issues registered by Carrefour Users in Spain, France and Turkey. Administration and Management of Printing Servers. Monitoring, Backup and Ticketing Tools. Service Centre and Lotus Notes Administration and Management.

HELPDESK, SITEL, SEVILLE — 2009

Troubleshooting system and network problems. Router and modem configuration. TCP/IP address IP protocols procedure. ADSL architecture task. Call Center tools and processes.

WEB DESIGNER, FREELANCE, TANDIL — 2006 - 2008

Creating logos, banners and websites. Developing corporation image. Written internal and external design specifications.

ACADEMIC QUALIFICATIONS

I.U.N.A, BUENOS AIRES, ARGENTINA — LIC. ARTES MULTIMEDIALES - 2006

KEY SKILLS

Web Development: Knowledge in web standards and protocols as HTML5, CSS3, JavaScript, Photoshop. Proffesional: COBOL, SQL. Languages: Spanish native, English intermediate. Personal: Confident, friendly and easy to get along with. Attention to detail.

REFERENCES

Available on request.

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