Hernando López Rincón | IT Support Analyst | Systems Engineering Student

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Professional Summary

Systems Engineering student and freelance IT technician with 7+ years of experience in computer maintenance, troubleshooting, and remote support. Skilled in Windows/Linux environments, networking fundamentals, and help desk operations. Proven track record of resolving issues efficiently, improving workflows, and supporting end-users with empathy and clarity. Currently enhancing expertise with Cisco CCNA and AWS Cloud Practitioner certifications.

Technical Skills

Operating Systems: Windows, Linux (basic admin & troubleshooting)
Networking: TCP/IP, DNS, DHCP, VPN (setup & support)
Hardware/Software: Installation, maintenance, upgrades, troubleshooting
Remote Tools: TeamViewer, AnyDesk
Help Desk: Incident management, Active Directory (basic), user account setup
Tools: MS Office, Jira, ServiceNow
Programming: HTML, CSS, JavaScript, basic scripting
Languages: English (Full Professional), Spanish (Native)

Experience

Independent   **Cali, Colombia**
Freelance IT Technician   *2017 – Present*
Provided maintenance and repair services for PCs and laptops, including OS installation, hardware upgrades, and software troubleshooting. Delivered remote support with TeamViewer/AnyDesk, achieving a 95% resolution rate on first session. Supported individuals and small businesses by reducing downtime and improving system performance.

Amazon   **Cali, Colombia**
Customer Service Associate   *Aug 2023 – Present*
Resolved technical issues including account access and tool errors in a high-volume environment. Documented incidents in ticketing systems, ensuring accuracy and follow-up. Balanced productivity and quality, achieving consistent SLA compliance and customer satisfaction.

Amazon   **Cali, Colombia**
Acting Team Manager   *Dec 2024 – Mar 2025*
Led a team of 20+ associates to improve resolution rates by 12%. Monitored KPIs, implemented process improvements, and provided coaching based on performance data. Fostered operational excellence and collaboration.

Sitel Group   **Cali, Colombia**
Team Coach / Customer Service Agent   *Oct 2019 – Aug 2022*
Supported customers with financial service inquiries and technical issues. Coached 15+ agents in troubleshooting, data accuracy, and compliance. Improved team CSAT by 10% through effective guidance and workflow optimization.

Teleperformance   **Cali, Colombia**
Interpreter   *Oct 2022 – May 2023*
Assisted healthcare, emergency, and social service providers with real-time communication. Strengthened ability to remain precise and calm under pressure while handling critical cases.

Projects

Linux Server Setup: Configured a Linux-based file sharing server for a local network, including user permissions and troubleshooting connectivity issues.

Automation Script: Developed a JavaScript script to automate repetitive data entry tasks, improving efficiency.

Troubleshooting Guide: Created a step-by-step troubleshooting manual for common PC issues (OS errors, connectivity, hardware replacements).

Education

Universidad del Valle   **Cali, Colombia**
Systems Engineering   *2020 – Present*

SENA   **Colombia**
Técnico en Sistemas   *2016 – 2017*

Certifications

EF SET English Certificate (C2 Proficient)

Basic IT Tools (SENA)

Cisco CCNA: Introduction to Networks (in progress)

AWS Cloud Practitioner (in progress)