

# Nicolas Scordamaglia

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Critical thinking, decision-making and problem solving skills. Special skills and experience on corporate clients networks. I'm looking for a new position to come back and grow in the development industry.

## Areas of Knowledge

- Good technical background **managing routes and switches** in production.
- Experience in **technical consulting** sales.
- Experience in **troubleshooting of networking equipment** across multiple sites.
- Good knowledge of **web and mobile technologies** in general.
- Knowledge about OOP, design patterns, UX/UI.

## Professional Experience

### Telecom Argentina – Pre Sales Engineer (September 2017 – March 2019)

Prepare and deliver technical presentations explaining products or services to customers and prospective customers.

Work in partnership with sales managers to help customers determine the best technology solutions to meet their business needs in the areas of data, voice and video networks, security, storage and servers.

### Telecom Argentina – Application Developer (January 2015 – August 2017)

Worked with the development team to design and create proprietary company applications:

- Mobile development, UI/UX design.
- Simple Java desktop apps for automation process.
- Development of web based interfaces for databases and PHP web applications.

### Telecom Argentina – Network & Service Specialist (January 2006 – December 2014)

Managed response and resolution of enterprise customers support of different level issues received via telephone calls, emails, web incidents and callbacks according its SLA.

Provide reports to maintain determined service level agreement /quality of service standards and Monitor process to enhance all client services.

## Languages

English (basic A1), Spanish (native)