Nicolás Ramírez

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Professional Profile

Bilingual IT Support Specialist (ES/EN) with international experience providing technical assistance in corporate and multi-site environments. Proven track record in diagnosing and resolving hardware, software, and network incidents, ensuring operational continuity and end-user satisfaction. Expertise in ticket management, technology vendor coordination, process documentation, and IT asset lifecycle management. Analytical and solution-oriented professional with demonstrated ability to prioritize critical incidents and communicate effectively with users of diverse technical backgrounds in dynamic work environments.

Technical Skills

· Operating Systems
Windows (7/10/11) • Windows Server • Linux (Ubuntu, Fedora, CentOS/RHEL, Debian) • macOS

· Technical Support & Hardware
Incident diagnosis and resolution • Preventive and corrective maintenance • Equipment configuration (desktops, laptops, printers, peripherals) • Software installation and updates • Data migration • On-site and remote support

· Cloud Platforms & Productivity Administration
Google Workspace (Admin Console, Gmail, Drive, Calendar) • Microsoft 365 (Exchange, OneDrive, Teams, SharePoint) • Dropbox Business • Adobe Creative Cloud • License and user management

· Ticketing & ITSM Management
Jira Service Management • Zendesk • Incident documentation • SLA management

· Enterprise Software (ERP)
SAP ERP (functional support, user training, operational incident management)

· Networking & Connectivity
TCP/IP network configuration • Connectivity troubleshooting • VPN • VoIP • Basic routers and switches • Corporate internet troubleshooting

· Scripting & Automation
Python • Bash scripting • Basic task automation

· Development
JavaScript • React • React Native • Kotlin • Web and mobile development

· Tools & Technologies
Active Directory (basic user management) • Virtualization (VirtualBox, VMware) • Remote access (TeamViewer, AnyDesk)

Work Experience

IT Support Specialist
Dogfy Diet │ *08/2023 - 09/2025* │ Barcelona, Spain

· Provide on-site and remote technical support to +200 multi-departmental employees, managing complete IT equipment lifecycle (procurement, configuration, deployment, and maintenance) with 95% first-contact resolution SLA.

· Administer corporate accounts and cloud licenses (Google Workspace, Microsoft 365, Dropbox Business, Adobe Creative Cloud), optimizing resource allocation and ensuring efficient onboarding.

· Coordinate strategic IT vendors, manage technology leasing contracts, and oversee connectivity infrastructure (VoIP, internet, networks), ensuring SLA compliance and minimizing downtime.

· Document technical procedures and create internal knowledge base to standardize support processes.

· Troubleshoot and resolve network connectivity issues, printer configurations, and hardware failures, maintaining high availability of critical business systems.

IT Support Technician
Regiscar SRL │ *04/2015 - 10/2017* │ Rosario, Argentina

· Provide comprehensive hardware and software technical support to end users, diagnosing and resolving incidents with computer equipment, printers, and peripherals in corporate environment.

· Deliver first-level SAP ERP support, training users on operational modules and resolving functional incidents to ensure continuity of administrative and logistics processes.

· Manage technology inventory, coordinate IT equipment purchases, and perform workstation installations, configurations, and migrations, ensuring compatibility and operational continuity.

· Coordinate corporate connectivity services (internet, telephony) with strategic vendors and execute preventive/corrective infrastructure maintenance, reducing replacement costs.

· Provide technical training to end users on software tools and IT security best practices, reducing recurring incidents and improving overall technical competency.

Training & Certifications

· **Google IT Support Professional Certificate** - *2024 - 2025* │ Coursera
 Technical support fundamentals, operating systems, networking, security, and troubleshooting.

· **AI Process Automation** - *2024 - 2025* │ Udemy
Implementation of automated workflows using AI-powered tools.

· **React JS and React Native App Development** - *2023* │ Coderhouse
Web and mobile application development with React.

· **Front-end Web Development Bootcamp** - *2022 - 2023* │ Coderhouse
Front-end development with JavaScript, HTML, and CSS.

· **Android Software Development** - *2021 - 2022* │ Udemy
Native Android app development with Kotlin and Android Studio.

Languages

· **Spanish** - *Native*
· **English** - *Advanced*