

# Ricardo Leon

Highly motivated bilingual service desk engineer with more than 8 years of experience in hardware, software, networking and other areas of support. Currently pursuing Azure certifications.

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## EXPERIENCE

### **EMPIST, Chicago — Service Desk Engineer**

November 2018 - PRESENT

Member of a team of 7 engineers focused on supporting our clients (90 in total) with their business and technological needs. Responsible for the whole ticket's life cycle. Collaborates with different teams and vendors to find solutions for different issues.

### **Finca Bank, Quito (Ecuador) — Infrastructure Engineer**

March 2017 - January 2018

Worked hands on with Sys Admin team to migrate from local to international servers while giving support to HQ and other offices around the country.

### **CellOpti, Quito (Ecuador) — Data Analyst**

March 2015 - February 2017

In charge of analyzing data and suggesting upgrades for PYME accounts to have better cell phone services. Generate detailed reports for senior engineers while managing team tasks through Trello.

### **Lidersis, Quito (Ecuador) — Web Developer Internship**

February 2014 - January 2015

Assisted team lead creating and maintaining sites for clients using WordPress.

## Skills

Exceptional Customer Service.

Analytical thinker.

Objective Oriented.

Leadership.

## Marked up and Programming Languages

HTML

CSS

JAVASCRIPT

PYTHON

## Languages

Spanish - Native

English - Expert, Fluent

## EDUCATION

### **Udemy, Online — *The Complete JavaScript Course***

May 2022

### **Udemy, Online — *Ultimate Web Designer and Web Developer***

April 2022

### **Freemote Bootcamp, Online — *Shopify Developer***

December 2021

Deep insight of freelance and Shopify development.

### **Coding Dojo, Online — *Full Stack Python Developer***

September 2020

Bootcamp focused on web development technologies. HTML, CSS, PYTHON and DJANGO

### **Master of Business Administration, USFQ — *Engineering Management***

July 2017

### **Associate Degree, USFQ — *Computer Science***

December 2015

### **Bachelor's Degree, USFQ — *Mechanical Engineer***

July 2012

## PROJECTS

### **50 JavaScript Projects in 50 Days**

Completed 50 interactive projects

### **PortFolio Website**

Coded a personal portfolio website from scratch using different technologies

### **Sites Clones**

Cloned various sites using React