



## PROFILE

Experienced Network Engineer over 4 years of experience in Cisco System. Excellent reputation for resolving problems, improving customer satisfaction and driving overall operational improvements.

## CONTACT

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# RONALD DAVID PINEDA CHAVEZ

## EDUCATION

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### Liceo Bolivariano Lisandro Alvarado

High School Diploma 2010 - Bachiller en ciencias

### Pablo Neruda – Cabudare – Venezuela

2013/11 – 2013/12 CCNA Security

### Pearson - Global

2015/02 – 2018/02 – Certified CCNA V5 200-120  
CCNA 17/07/2020 – 17/07/2023 CCNA V1.0 200-301 Cisco ID No.  
CSCO12478100

### G-Talent.net

03/2022 - Python de Cero a Experto

### Universidad Abierta y a Distancia – Barranquilla – Colombia

2018/07 – Current Bachelor of Science: Telecommunications  
Engineering

## WORK HISTORY

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### Sykes Colombia SAS, Barranquilla Atlántico

May-08-2017

Network engineer Level 1 – Wireless

- Followed quality standards and procedures to minimize errors and maximize customer satisfaction.
- Negotiated agreements between employees to clarify misunderstood directions and resolve conflict affecting performance.
- Collected requirements from end-customers and business partners for product upgrades , added features and new product development.
- Maintained regular contact with clients and identified opportunities to deliver added value to client relationships.

### Sykes Colombia SAS, Barranquilla Atlántico

Oct-10-2020 Sep-17-2021

Network engineer Level 2 – Wireless

- Partnered with cross-functional teams to conduct thorough discovery and due diligence on existing processes.
- Evaluated quality problems and performed troubleshooting to identify and resolve issues.

### SGS Colombia Holding SAS, Barranquilla Atlántico

Feb-10-2016 Jan-17-2017

Consultant – AT&T Uverse tech

- Managed revenue models, process flows, operations support and customer engagement strategies.
- Improved client sales by automating system e-commerce feature.