Shandon Vasquez, IT Support.

Email: shandonvasquez1@gmail.com | Phone: 49093182

Software and Hardware Proficiency:

JavaScript, React, Node.js, HTML, CSS, C#, Excel, PostgreSQL, Linux Systems, Troubleshooting Tools, Virtualization Technologies (VMware, VirtualBox), Ticketing Systems (e.g., Jira, Zendesk), Remote Desktop Support Tools (AnyDesk)

Work Experience:

Tech Support, Customer Service Representative

Panamericon (August 2022 -2024)

Victor Lopez Supervisor. Phone#5741-2277

- Provided IT support, managed tickets, and delivered prompt resolutions. Handled VPN, troubleshooting, user credential management, remote technologies, file sharing, report creation, and ticket status updates. Installed and updated software, ensuring system integrity and security.

Customer Service and Customer Care Agent

Everise, Guatemala (January 2020 - July 2022)

- Demonstrated adaptability and a passion for learning in various roles. Started as a Customer Service Representative in Domestic and Tracking, utilizing online tools for package tracking. Progressed to the Disputed Delivery team, resolving customer issues effectively and collaborating with stations to find solutions.

Education:

- Informatics, Systems Engineering - Universidad de Guatemala Mariano Gálvez, Guatemala (February 2022 – Present)

- Web Developer - Academlo, Guatemala (2023)

Skills:

- Adaptability, Technical Troubleshooting, Web Development, Customer Service, Online Tools Utilization, Linux Systems, Troubleshooting Tools, Virtualization Technologies, Ticketing Systems, Remote Desktop Support Tools, Problem-solving ability, Ability to work under pressure, Analytical capacity