

Evans Duran Luna



About Me

Currently coursing the last year of the degree in System Engineering, at the Hispanoamericana University. I consider myself a sentimentally stable person, capable of working under stressful environments, responsible, able to learn and adapt quickly, creatively and with a positive attitude. I'm a person who is easy to give feedback to, music and art enthusiast, capable to work as a team player or individually.



Skills

I make available skills such as determination when it comes to achieving objectives, whether they are personal or business.

Excel - 75%
JAVA - 50%
C# - 50%
PowerShell - 60%
KQL (kusto) - 40%
Log analysis - 70%
CISCO (Networking) - 40%



Personal Data

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Working Experience

MICROSOFT

Azure Automation/ Log Analytics

Currently working for Tek Experts with 2 years of experience, as an Automation/Log Analytics Engineer for Microsoft, providing technical support for Virtual Machines, Windows Servers, Linux, Automation process, Log and data collection procedures and analysis, with experience in Kusto query/ PowerShell.

Start	End
05/01/2020	- Current

DELL

Alienware Technical Support

Technical Support Agent Analyst for Dell, high-end computer section "Alienware" performing tasks of remote support, experience doing troubleshooting via PowerShell, Hardware failure detection, CMD basic troubleshooting as well stress test so software and hardware failures can be identify.

Start	End
01/01/2017	- 08/19/2017

EQUIFAX

Credit Bureau Advisor

Worked for Equifax as a Tier 4 agent specialist BackOffice / Customer service representative, focus on managing credit reports at the US level or known as a credit bureau, with expertise in established statutes, policies and protocols to provide support in the corresponding areas.

Start	End
01/05/2018	- 03/12/2019

SYKES

Customer Service

Experience as a Customer Representative Tier III in Sykes Heredia. Performing the position of TSC (Transaction Support Center) for the Capital One bank, in the credit card area specifically working on customer's disputes or fraud claims.

Start	End
09/01/2017	- 12/31/2018

Education

UNIVERSIDAD HISPANOAMERICANA

Bachelors Degree System Engineering | 2017 - 2022

English language in the Universidad Técnica Nacional (UTN) 2015 – 2016 (C1)
L100 and L200 Microsoft Courses – 2021
Conclusion of secondary education at the Redentorista San Alfonso. 2013 – 2014
IT Essentials (Sykes Academy) 2021

