Hernan Galimberti

WhatsApp: 02108450969 Mobile: +541156128734 | email: galimberti.hernan@gmail.com | LinkedIn

Summary

Accomplished tech support representative with over 6 years of information technology support experience. Tech-savvy professional well-versed in installing and configuring computer systems, diagnosing hardware and software defects and supporting new application roll-outs. Certified in Network+ CompTIA. Committed to providing efficient, high-quality support. Skilled at working alone to investigate and fix problems.

Skills

- Organizational Skills
- Highly Professional
- Interpersonal Skills
- Collaborative Team Player
- Analytical and Methodical
- Hardware and Software Repair
- Technical Troubleshooting
- Microsoft Windows and Office
- Attention to Detail
- Customer Service Support
- Help Desk Support
- Linux+ Certification
- Network+ Certification
- Active Directory
- Microsoft 365 admin dashboard

Experience

01/2015 - 01/2019 **Infinity IT** - Gisborne, New Zealand

Support Engineer Level 1 & 2

- Microsoft 365 Creating new accounts, reset passwords and configuring roles access, OneDrive and SharePoint setup and access.
- Managing Tickets using Datto platform.
- Resolved Level 1 and 2 technical issues with software, hardware and peripherals.
- Webroot antivirus management using the online dashboard, checking for threats and alerts.
- Assisted customers by troubleshooting and resolving technical problems via email, live chat and telephone.
- Provide support to clients both onsite and remotely
- Correct faults and provide resolution of complex problem tickets
- Perform PC and network troubleshooting and upgrades
- Network support and troubleshooting
- New onboarding users and devices.
- Contribute to the administration of network backup and disaster recovery
- Installing and upgrading networks and laying cabling. (Access Points – Routers – IP Cameras and NVR's)
- Installing VoIP Avaya Phones.

_ 01/2015 - 01/2019 **IT Buy SA Outsourcing services** - Buenos Aires, Argentina

Help Desk Support Technician Level 1 & 2.

- Created new accounts, reset passwords and configured access to servers and file management software for users.
- Opened service tickets for clients, documenting user information and description of problem.
- Resolved Level 1 and 2 technical issues with software, hardware and peripherals.
- Assisted customers by troubleshooting and resolving technical problems via email, live chat and telephone.
- Provide support to clients both desk side and remotely
- Correct faults and provide resolution of complex problem tickets
- Perform PC and network troubleshooting and upgrades
- Network support and troubleshooting
- Assist in the creation of processes and procedures for client network operations
- Contribute to the administration of network backup and disaster recovery
- Installing a Setting Bare Metal Servers for virtualizations purposes under VMware Esxi 6.5 and Vphere tools.
- Installing VoIP Avaya Phones.

01/2012 - 01/2013 **Central Puerto SA,** - Buenos Aires, Argentina

Help Desk Analyst

- Assisted customers by troubleshooting and resolving technical problems.
- Created new accounts, reset passwords and configured access to servers and file management software for users.
- Trained new employees on support processes, procedures and knowledge base.
- Researched, documented and escalated support cases to higher levels of support when unable to resolve issues using available resources.
- Reviewed support cases for technical and troubleshooting accuracy and identified needed process improvements.
- Analyzed network issues, developing fixes and troubleshooting problems to maintain organizational effectiveness.
- Imaged OS and software deployments throughout system and addressed any implementation concerns.
- Demonstrated self-reliance by meeting and exceeding workflow needs.
- Company standard OS images installation for DELL (OptiPlex, 620, 745,755,780 y 790) and Lenovo Think pad Laptops.
- Active Directory.
- MS office 2007, 2010.
- Microsoft Configuration.
- Cisco VPN Credentials and Profiles creation.

04/2010 - 06/2012 **Converse Argentina SA** - Buenos Aires, Argentina

Help Desk Support Technician

- Opened service tickets for clients, documenting user information and description of problem.
- Supported customers with password resets and account customization.
- Resolved Level 1 technical issues with software, hardware and peripherals.
- Created new accounts, reset passwords and configured access to servers and file management software for users.
- Assisted customers with various types of technical issues via email, live chat and telephone.
- Troubleshot daily IT desktop client issues, supporting multiple departments and various offices.
- Supported customers having data connectivity issues, assisting with troubleshooting steps and rebooting of hardware.
- Disassembled computer systems to troubleshoot and resolve hardware issues.
- Managed user profiles, security access and shared file structures.
- Removed malware and viruses from laptops and desktop systems using specialized software.
- Delivered local and remote Tier 1 and 2 IT support for hardware and software to company personnel.

02/2008 - 12/2010 **ADT Corporation** - Buenos Aires , Argentina

Level 1 Helpdesk Agent

- Assisted customers by troubleshooting and resolving technical problems.
- Created new accounts, reset passwords and configured access to servers and file management software for users.
- Trained new employees on support processes, procedures and knowledge base.
- Performed preventive maintenance of networking hardware and related software.
- Opened service tickets for clients, documenting user information and description of problem.
- Upgraded laptops/desktops, improving speed and performance.
- Maintained composure and patience in face of difficult customer situations, applying de-escalation techniques and positive customer support.
- Installed, configured, and setup PCs in all stores for optimal operation and reporting.
- Organized repair and replacement of PC components and systems.
- Maintained inventory of IT supplies by checking and documenting levels regularly.
- Responded to support tickets within a day to improve customer service.

12/2007 - 02/2008 **Lexmark** - Buenos Aires, Argentina

Customer Service Help Desk Representative

- Handled customers effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency.
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Managed high-volume of inbound and outbound customer calls.
- Maintained strong call control and quickly worked through scripts to address problems.
- Resolved inquiries to consistently meet performance benchmarks.
- Conducted CRM tasks to maintain quality assurance satisfaction levels.
- Completed minor machine repairs and placed equipment service calls for routine maintenance.
- Adjusted equipment and computer interface to print various sized projects using different paper stocks.
- Trained and assisted new printing press operators to provide printing output that satisfied customers.
- Set appropriate speeds, flows, colors, temperatures and positions for printing.

Other Work Experience

09/2021 - 10/2021 **Jackson Bakery – Kitchen Assistance**
New Zealand – Hastings

04/2021 - 05/2021 **T&G Pack house - Packer and grader**
New Zealand – Hastings

02/2021 - 04/2021 **Waikawa Orchard - Apple Picker**
Hastings - New Zealand

12/2019 - 12/2020 **Gibbston Valley Lodge - Housekeeper**
Queenstown – New Zealand

12/2018 - 05/2019 **Patagonia Chocolates Ltd. - Barista and Customer Server**
Queenstown – New Zealand

10/2017 - 11/2018 **Millennium Hotel – Porter Concierge**
Queenstown – New Zealand

Education and Training

_ 01/2004 **University of Buenos Aires**
Programming

05/2019 **CompTIA Institute**
Network+ Certificate : Information Technology

Languages

Fluent in Spanish and English (IELTS)