

FACUNDO FESTANTE

IT SYSTEMS ANALYST

PROFILE

I am a proactive and dynamic person who is constantly evolving. I like to be part of teams that always seek to improve development. Capability of overcome the obstacles to achieve success.

PERSONAL DATA

• **Address**: Angel J. Carranza 2178 CABA, Buenos Aires.
• **Phone:** +54-9-11-3347-7935
• **Email:** Facundo.Festante@Outlook.com
• **Nationality:** Argentine

TOOLS

- Windows
- Hardware
- Utility Software
- Microsoft Office Applications
- Infrastructure
- Networking
- VMware vSphere
- Workspace ONE UEM
- Active Directory
- Citrix Workspace
- Amazon Connect
- ControlUP / Quick Assist / Team Viewer
- ServiceNow / SysAid - Customer Support Software

LANGUAGES

• **Spanish:** Native speaker.
• **English:** Highly proficient in speaking and writing.
• **Potuguese:** Good working knowledge.
• **Italian:** Good working knowledge.

WORK EXPERIENCE

SERVICE DESK AGENT / PROGRAMMER ANALYST COGNIZANT, BUENOS AIRES

June 2022 – Present.

- Help Desk responsibilities. Receiving calls, creating tickets, troubleshooting, and processing documentation.
- Windows 10 & Citrix Thin Clients Software and Hardware Support.
- Customer Service

IT SYSTEMS ANALYST - KANTAR IBOPE MEDIA, BUENOS AIRES

June 2020 – June 2022

- Service desk. Database integrity control and administration.
- Hardware and software installation, maintenance, and repair of computer, peripherals and mobile devices.

DATA ENTRY - KANTAR IBOPE MEDIA, BUENOS AIRES

September 2015 – June 2020

- Work for production. Database integrity control and administration.
- Supervision of the digitization of data collected in the field.

EDUCATION

WINDOWS SERVER 2012 R2: ACTIVE DIRECTORY

LinkedIn
May 2022

CUSTOMER EXPERIENCE

Coderhouse
March 2022 - May 2022

TOEFL IBT TEST TOTAL SCORE 80/120

ETS, Buenos Aires
July 2018

BACHELOR´S IN SECONDARY EDUCATION.

IVA (Instituto Vocacional Argentino), Buenos Aires
June 2020 – May 2021

BACHELOR´S DEGREE IN ENGLISH LANGUAGE.

C.E.C.I.E. N° 2 (Centro Educativo Complementario de Idiomas Extranjeros), Buenos Aires
March 2005 – December 2011