

BRUNO LA PIETRA

IT SUPPORT SPECIALIST

ABOUT ME

With more than ten years of experience in technology, I have experience in both public and private sector.

I am passionate about technology and innovation, with a great capacity for conflict resolution, negotiation and efficiency.

I seek to continue developing my career, strengthening my knowledge in the area, while I train in different programming languages in order to implement them in the future.

EDUCATION

PROGRAMMING

(2022)
"Codea Rock" School

- HTML
- Java Script
- React
- Firebase

PROJECT MANAGER

(2021)
National Technology University
UTN

CHEMICAL TECHNICIAN

(2009- 2015)
Technical School N°27
¨Hipólito Yrigoyen¨

SKILLS

- English (bilingual)
- Microsoft Office (Excel: advanced)
- Discord / GSuite / Slack / Teams
- Adobe Illustrator / Photoshop

EXPERIENCE

TECHNICAL SUPPORT

FREELANCE (2012 - Present)

- Technology consultancy (databases, products, supplies, mining, etc)
- Technical support and troubleshooting
- Repair of PCs, laptops and mobile phones
- Custom PC builder (family, work, gamer, etc)
- Installation of home and small bussiness networks
- Software installation (OS and programs)
- Security camera installation

GLOBAL SERVICE DESK SPECIALIST

TELADOC HEALTH, INC (2022)

I developed as a remote bilingual Help Desk supporting different areas of the company and professionals worldwide.

- Ticket resolution using Team Support
- Active Directory administrator
- Tiles and applications control through One Login admin
- Microsoft Exchange - Admin
- VPN (Cisco, Forticlient and Global Protect)

HEAD OF IT DEPARTMENT

URBANIZATION SPECIAL PROJECTS UNIT
¨BARRIO PADRE CARLOS MUGICA¨ - MDHH (2021 - 2022)

Creator and manager of the systems department in a ministry of the Buenos Aires City Government, providing support to more than 600 workers, creating a ticket system for maintenance, repairments and troubleshooting arrangements.

- Database development
- Repair of PCs, laptops and mobile phones fleets
- Microsoft Exchange - administrator of @buenosaires.gob.ar accounts
- Software installation (OS, government applications, VPN's y programs)

PROJECT MANAGER

HESCHER GLOW PLUGS (2016 - 2021)

I developed and implemented a full ignition cable line, analyzing the market, researching the necessary supplies for its manufacture, analyzing costs and maintaining negotiations with national and international suppliers.

- Design of 150 turnery parts plans using AutoCAD
- Production database development and control of forms for ISO 9001:2015 standards
- Guarantee analysis
- Market analysis, contact with suppliers for the negotiation and import of ignition coils and product catalog development

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