

MARCELA ASENSIO

CONTACT INFORMATION

2143 Corrientes Ave.
Floor 10, Apartment D
CABA

asensio.marcela@gmail.com

1558917268

https://www.linkedin.com/in/marcela-asensio-82a154a6/

LANGUAGES

IEnglish

- 2020—2021: Professor Valeska Lopez
- 2019: Low Intermediate Level of UK English at Kaplan International School
- 2018: 4C Level at Professional Language Service Institute
- 2017: 4A and 4B Level at Professional Language Service Institute
- 2016: 3A and 3B Level at Professional Language Service Institute
- 2010: 2nd Level at the Instituto de Idiomas in Universidad de Buenos Aires
- 2008—2009: Basic Level and Superior Level of Holistic English

Portuguese

- 2019 - Instituto PLS Professional Langueage Service.

CAREER OBJECTIVE

To become a part of an organization and provide my knowledge and experience acquired in the IT world to help innovate and solve problems from the role of an administrator, consultant, team leader, or support technician, enabling colleagues and comprising a strong work environment where everyone can expand on their potential and capabilities.

FIELD EXPERIENCE

06/2022 – Today

IT Site Service Management

Coordinadora de TI en Syngenta Agro SA

- ·Delegate and direct service tasks, monitor current projects' progress, and manage the service team's members to guarantee team objectives and metrics are being met, ensuring the best user experience.
- ·Manage user complaints and inquiries quickly, efficiently and professionally, with a focus on maintaining a great relationship with the client and reinforcing the trust between users and the service team.
- ·Perform or assist with administrative tasks, such as managing, updating and processing new requests and keeping diligent track of the site's inventory.
- ·Establish, cultivate and foster a high-quality help desk team and constantly evaluate its efficiency and the quality of the support and attention provided.
- ·Assist with the resolution of help desk incidents and constantly improve and innovate regarding the methods used, as to increase the productivity levels and the overall user satisfaction.
- ·Supervise the site's overall functions and constantly analyze user complaints and inquiries as to create methods that reduce recurring incidents.
- ·Carry out audits to guarantee the company's standards for productivity and efficiency methods are being met.
- ·Maintain and foster strong relationships with providers, distributors and representatives of tech companies and brands.
- ·Help train new collaborators regarding the company's processes.
- ·Excellent leadership, communication and customer service skills.
- ·Knowledge in Computer Science and excellent organizational skills.
- An always-creative approach along with strong problem-solving skills.

06/2021 — 06/2022

DXC Technology — Team Leader in Syngenta AGRO S.A.

- Coordinating and directing for IT service desk and second-level tech support team responsible for Windows and macOS support and issue tracking via ServiceNow system.
- Handling of employee schedules and work hours, field training, remote assistance, VIP support, and generation of periodic team performance reports.
- Special focus on the supervision, coordination and maintenance of the service quality levels expected by client as previously established via SLA or similar metrics, sustaining constant improvements on services provided.

FACADEMIC EDUCATION

2021 Fundación Proydesa
CCNA 1

2010 CEACE
Systems and Business Management, First Year

2005 — 2008
Instituto del Profesorado CONSUDEC Séptimo Walsh Professorship on Mathematics and Statistics, First and Second Year

2004 — 2005
Universidad de Buenos Aires
Common Basic Course (CBC) for Computer Engineering

1999 — 2003 Instituto San Ambrosio
Bachelorship for Teachers

OTHER SKILLS AND ABILITIES

- Microsoft Office 365
- Microsoft SMS Console
- SCOM
- Software applications
- Remote assistance and control
- SAP
- Active Directory
- Dameware
- Polycom Video Conferences
- IP telephony
- Remote Administrator
- TeamViewer
- VPN
- Issue tracking systems
- HelpDesk
- OpenView
- Magic
- Simax
- JIRA
- ITIL and LEAN methodologies
- Team leadership
- Team management

01/2021 — 05/2021

Energicon S.A. — IT Administrator in Ecostim Energy Solutions S.A.

- Active Directory administrator, VMWare administrator, company network administrator, server administrator, and Office 365 administrator.

- Supplier management, first and second-level on-site technical support and field supervision and management of IT processes with a focus on innovation and improving performance and overall company gains.

01/2018 — 01/2021

APSA IRSA CRESUD Group — IT Services and Support Coordinator, On-Site Technical Director and Support Technician in APSA IRSA CRESUD Group

- Coordinating and directing for IT assistants on Main Branch, Secondary Branches, Shopping Centers, and New and Upcoming Projects.
- Planning, organizing, directing and controlling all functions corresponding to each local IT support group, plus proposing, structuring and executing new workflows and processes to improve performance and company gains.
- Supervision and constant revision of multiple organizational projects, methods and procedures, and company hierarchies for present and established company standards.
- Supervision of employees' schedules, work hours and attendance for the following sites and branches: Abasto Shopping, Alcorta Shopping, Soleil Factory, Arcos, Alto Palermo, Patio Bullrich, Administración Central, Centro de Servicios Compartidos.