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GABRIEL SALAZAR

Bio

My name is Gabriel Salazar, I'm 30 years old, and I'm a charismatic, careful, and dedicated person. I'm an IT Service Desk Analyst always looking for new challenges

EXPERIENCE

InBody USA - *Technical Support Engineer*

June 2022 - March 2023.

Customer service and technical support for the InBody Application and the LookinBody Web Service. InBody is completely based in California - USA. Attending every question, inquiry or problem any of the InBody end customers or Testing Facilities might have regarding the application and solving issues from implementations to the app, connection between the InBody Machines and the LB Web or InBody app through an API call made usually through Postman.

Microstrategy - *Technical Support Engineer*

April 2021 - June 2022.

Customer service and Technical support for the application Microstrategy for customers based in the USA and the rest of the World. We used MySQL and

verified all the customer's databases if needed, we also verified logs with Kibana if it was installed in Cloud or verified the logs in Linux if was installed On Premise and any error that may be a bug, so we currently worked side by side with our QA team as well.

Avaya IT Service Desk — *IT Service Desk*

September 2019 - March 2021

IT, Employees, and Business Partners application support

analyst Phone, email, and chat support in English and Spanish

Case documentation using Salesforce system, we also supported AD and Sharepoint for importing and exporting users and different kinds of protocols like TCP/IP, we also used Application Programming Interfaces to communicate different applications from the Avaya Network and intranet as well.

EF, Education First, EC. — *Sales Coordinator*

January 2018 - March 2019

- Sales coordinator from EF Guayaquil and Quito

Formation

Universidad Católica Andrés Bello, Caracas, VE. — *Lawyer*

February 2012 - August 2017

EF, International Language Campuses, Vancouver, BC, Canada. . — *C1*

September 2009 - March 2010

Universidad Santa Maria, Caracas, VE. — *Journalism*

October 2010 - January 2012

Aptitudes and skills

Responsability Problem Resolution

Administration Sales

**English** **Spanish**

Professional References

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