

Julio Nadal

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Professional Summary

Seasoned IT professional with an eager mind and a fast learning pace. I have a client-centered mindset towards problem resolution. I am passionate about looking for new challenges that allow me to improve processes, business needs and my social network.

Work Experience

- *2021- 2023 - Multimedia and Telephony Specialist at J.P. Morgan Chase*

As a multimedia and telephony specialist I configured, upgraded, maintained and troubleshooted Cisco and Avaya conferencing and telepresence devices using tools like CUCM (Cisco Unified Communications Manager).

CUCM Support: created and troubleshooted profiles, registered devices (Codec, Tandberg), unlocked users, live sessions troubleshooting, vendor escalation for failed devices.

Participated on telepresence prevented maintenance support during weekends performed in JP Morgan buildings.

Avaya and Cisco telephones: support of physical and virtual devices, unlock users, network configuration, and user setup and issues troubleshooting.

Zoom support: version upgrade, supported end users issues with audio, video, profile settings, permission to features like whiteboard, polling, close captioning, screen share, etc.

- *2019- 2021 - Service Desk Level 1 Analyst at J.P. Morgan Chase*

Provided remote technical support to JPM Chase internal clients through different communication channels (mail, phone and Service NOW ticketing tool).

My role responsibilities went from general troubleshooting, diagnosing and root cause analysis for end users, VDIs (Citrix Workspace) and physical computers.

Windows 10 & Office Suite support: Roaming profiles, printers and network drives mapping, Outlook configuration and troubleshooting (profile rebuild, shared mailboxes mapping, installation of Add-ons, etc.)

Application support: SAP Logon installation, configuration and troubleshooting. Chrome and Edge browsers support, Citrix logon session issues, mobile devices troubleshooting.

Additionally I assisted users with JP Morgan internal process and coordinated actions with other areas.

- *2016- 2019 SAP Access Coordinator at Ernst Young GDS Argentina*

My main role consisted in the coordination of access to testers in twelve SAP non-production environments (SBX, DEV, QA, Prep Prod) for SAP business applications like **C4C, ECC, SRM, CRM, BW**, among others. Access support included pre-requisites checking (non-production accounts and permissions) and collaboration with different teams like IAM and SAP security as well as assisting users after their access has been provisioned.

Additionally, I provided **SAP Logon support** for issues accessing the different systems, **Installation and configuration**, non-production account creation and password resets in Active Directory and provision of access to C4C (Cloud for Customers) application.

Part of role also included **process documentation creation** and **change coordination**. Represented my team on CAB (Change Advisory Board) and CRB (Change Review Board) meeting, created technical changes and coordinated maintenance over weekends.

During my experience as Access coordinator I participated in activities like environment performance testing, refreshes, flips, FDRs and cutovers to production.

Languages

Spanish, native

English, advanced

Portuguese, basic

German, basic

Skills

Technical

- Intermediate Networking.
- Intermediate Windows 10:
- Basic Windows Server:
- Basic Microsoft 365:
- Basic SharePoint Online.
- Intermediate Service Now.
- Active Directory Users & Computers.
- Intermediate desktop troubleshooting.

Soft

- Client Centricity.
- Effective Communication.
- Coordination and Collaboration.
- Active Listening.
- Speech Proficiency.
- Team work.

Education

Active Directory Install and configure, Win2012 R2

Network basics

Network Fundamentals CCNA, V7 200-301