

PROFILE

Seven years of experience in technical support with customer service.
I consider myself a self-taught person with a high ability to solve problems; I am confident that I can play an integral and decisive role in the challenges and projects of the company. I have always been committed to using my skills to boost performance while effectively collaborating with my team, and I am always open to learning from them. I firmly believe that dedication, effort, and proactive attitudes make the team valuable.

Date of birth: 08/07/1997

CONTACT INFORMATION

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LANGUAGES

Spanish (Native)
English (Advanced)

LUCAS RAMPOLDI

Support Agent | IT Support Specialist

PROFESSIONAL EXPERIENCE

Support Your App

January 2023 – March 2024
International Customer Service
Support Agent - IT Support Specialist.

- Support Agent | Assigned to a video game-based project
- First-tier experience with the Zendesk ticketing system (SLA and deadline compliance).
- English: Advanced, with extensive daily and professional use: formal grammar and smooth interaction with colleagues and clients.
- Participate in meetings daily, generating shift reports.
- IT Technical Support tasks involving troubleshooting and Customer Assistance across broad categories.
- Experience with analytical programs such as 'Parser.' Data filtering and research conducted.
- Extensive experience, achieving international recognition by remotely supporting users worldwide with personalized follow-up.

Lakeland Industries

January 2020 – April 2023
International Textile Company.
IT Techincal Support

- Assembly, consultation, and maintenance of Hardware.
- Assembly and maintenance of network equipment.
- Infrastructure setup and tuning of surveillance equipment (DVR)

Contact –Agustina Cendalli: 11 4940-1413

Asmel S.A

December 2017 – January 2023
Occupational Health Center
Customer Service and IT Technical Support.

- Experience with accounting software (Waldbott).
- Experience with contacting hosts and web domains (including configuring DNS servers and troubleshooting connectivity issues)
- Configuration, maintenance, and troubleshooting of corporate emails (+200 mailboxes)
- I started out performing administrative tasks in the reception area.

Contact – Alejandro De Guevara: 11 5165-9120

EDUCATION

Saint Edward's College
March 1999 – December 2014
Buenos Aires, Argentina
- Secondary School Bilingual (Focused on Economics)

University of Vicente López (UTN)
August 2021 – December 2021
Buenos Aires, Argentina
C# Junior: Introductory Programming Course (National Technological University)

SKILLS

- Installation, troubleshooting, and assistance with Microsoft Office packages: Word, Excel, Outlook, PowerPoint.
- iWork: Pages, Numbers, Keynote.
- Google Apps (Gmail, Drive, Business Management, Account Management, and Company Contact).
- Contact and manage web hosts and domains to ensure the proper functioning of company websites and applications with GoDaddy (E-mail Workspace, Office Setup).
- Advanced knowledge in Hardware (Assembly, Troubleshooting, and Advisory).
- Open and enthusiastic about acquiring new skills and knowledge.
- Experience in international companies with a high volume of personnel.
- Extensive experience working under pressure, meeting deadlines and tasks, and providing support.
- Personnel management during training (Experience in implementing systems transferred to the explanation and practice for more than 50 people).
- Experience modifying workflows daily while working in a top-level international company, learning to continuously modify what has been achieved without resistance to change.