Julián Coira Giménez

Buenos Aires, Argentina
Argentinian / Spanish

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Proactive, determined, analytical. Tech lover.
Strong communication and interpersonal skills.

Education

Technical School No 37 - *mar 2007 - dic 2013*
'Hogar Naval Stella Maris' *Argentina*
Computer Technician - Bachelor Degree

Experience

Intraway Corporation *oct 2017 - today*
IT Senior Analyst *Argentina*

PC building, maintenance, software installation.
PC deployment for new hires. Network troubleshooting and basic configuration.
Incident management via JIRA. Onsite support and remote desktop.
Active Directory management.
Diagnose and resolve technical hardware and software issues.
Maintain hardware inventory and coordinate procurement processes.
Assist in the audit process to ensure installed software meets legal licensing requirements.
VMs maintenance on vCenter (creation, backup, restore, config).
JIRA Project Management Software configuration (projects, issues, add-ons, user management).

Accenture *jun 2017 - oct 2017*
IT Operations Associate *Argentina*

Monitoring & Operations for CGE.
(Compañía General de Electricidad S.A, Chile)
SQL and SAP management, data extraction and analyzing. Daily monitoring and reports through SAP.
Incidents management and escalation.

Accenture / Avanade *oct 2016 - jul 2017*
Tier 2 Remote Support team *Remote*

Remote Support Team during a MS Office 2007 to Office 365 migration for McKesson Corp.
Devices supported: Android/iOS, Windows computers, Mac computers.
Apps supported: Entire Office package plus mobile applications.

Accenture *oct 2015 - oct 2016*
Service Desk Analyst *Argentina*

Contact methods: Calls (mainly), email inquiries, direct input on Remedy.
Scope: Accenture's internal tools (mainly websites: payroll, expenses, room reservations, etc…), Microsoft products (Win7/Win10, Office 2013 and 365/Project/Visio).

Buenos Aires City Government - AGIP *mar 2013 - dic 2013*
IT Technician *Argentina*

PC building, maintenance, software installation.
PC deployment for new hires.
Network troubleshooting and basic configuration.
Incident management via Remedy.
Onsite support, rarely via remote desktop.

Skills

Operative System: Linux, Windows, CentOS/RHEL
Computer languages: Java, Linux Scripting, PowerShell
Networking: Cisco Switches and IOS, router and routing, Ubiquiti Access Points
Incident Management: JIRA, BMC ITSM Remedy, ServiceNow and BMC Remedy with Smart IT.
Virtualization: VMWare, Proxmox
Cloud Technology: AWS
Other: Exposure to SQL and SAP
Hardware: PC building and maintenance, laptop disassembly

Courses

Linux Administration
Windows Server 2016 Administration
CCNA1 - Preparation Course
AWS Solutions Architect - Preparation Course