IVÁN ALEJANDRO MORESI

ITIL 4 Certified SysAdmin

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Buenos Aires, Argentina



SUMMARY

Experienced Customer Service Representative dedicated to providing quality care for ultimate customer satisfaction. Proven ability to establish and maintain excellent communication and relationships with clients, co-creating value. Excellent time management skills combined with a superior knowledge of the customer service industry.

EXPERIENCE

Senior Crypto Helpdesk Support Analyst

Beyond Enterprizes - EQIFi

08/2023 - Present Remote

Beyond offers strategic and technical leadership, advisory and support capabilities to projects in all stages of blockchain implementation and development. Currently supporting EQIFi project.

- Ticket Resolution in Zendesk
- QA Manual Testing
- Jira board management
- DevOps work culture

IAM - Distribution Group Administrator

EY GDS

06/2022 - 08/2023 Buenos Aires, Argentina

Global Delivery Service at EY

- Global Distribution List Management on One Access platform
- Massive Communications Support Globally in all regions.
- Lead and Coordinate Team of 4 people Assigning tasks and Escalating Issues
- SQL front-end algorithm fetching HR codes from tables in Global HR database (CMDB)
- Identity and Access Management on AzureAD
- Testing newly implemented features reporting bugs
- Constant Development taking into account feedback from users
- Documentation of Processes and KBs
- Ticket Resolution in ServiceNow

OTS - Help Desk Level 2

PWC Argentina

09/2021 - 05/2022 Buenos Aires, Argentina

PWC Acceleration Centers

- IT Support lvl 2 remote connected via VMware
- Troubleshooting and solving issues prioritizing by risk
- Ticket resolution and Asset Management in Service Now
- Responsible for execution of internal assessments, spanning firewall configuration, product security, business continuity management, VPN configuration in Global Protect, Identity and Access Management via One Identity platform
- Prepare and manage configuration of laptops and smartphones
- Evaluate Problems with applications, thinking and designing workarounds
- Maintain excellent relationships between offices and sector professional to support reliable service delivery, attaining Top 3 rank for service satisfaction ratings
- Collaborate with team members to anticipate client needs

IT Administrative Support

Majoma SRL

04/2018 - 09/2021 Buenos Aires, Argentina

Majoma SRL is an Auto Part Distributor

- Assisted users with troubleshooting and resolving technical problems related to the virtual catalog
- Managed office administrative filing, product cataloging, pricing, and document control
- Fostered accurate processing and dissemination of written correspondence and communications directed to clients
- Installed and performed minor repairs to hardware, software, and peripheral equipment
- Filed and retrieved documents and entered company data and metrics into databases

SKILLS

Problem Resolution · Network Security · QA Manual testing · Troubleshooting · PowerShell · ServiceNow · VMware · Azure · DevOps · VPN · Java · Active Directories · Windows · Jira · MySQL

CERTIFICATIONS

ITIL 4 Foundations
ITIL 4 Foundation Certificate in IT Service Management.
Verify

Cybersecurity Infosec Awareness Essential Badge at EY
Gaining knowledge of Information Security Awareness concepts
Verify

Web Programmer at UTN
Web Programming course HTML, CSS3, PHP, MySQL and JavaScript.
Verify with code: CER-OAW25EOO-531413

EDUCATION

System Analyst

Insituto ORT Argentina

2022 - Present Buenos Aires, Argentina

- Computer Science, IT Security, Programming, Database Management, Servers and Networks

PASSIONS

Futbol
Chess
Cycling
Travel