

Pablo Nahuel Madeo

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Cover Letter

I have been working as an It Support Supervisor for an International Travelling Company.
My main responsibility was to ensure the well function of the area.
I took in charge of sourcing, negotiation and supplier management of whole hardware of the company. Also I developed the workflow, cross working with the Servers, IT Security, and Networking Areas.
Working closely with the Network Manager deploying, troubleshooting, managing network devices.
I'm very much experienced in the field but nothing is too difficult for someone who is dilligent.
I have travelled many times abroad: Mexico, Colombia, Brazil.
I can describe myself as a polite, kind, and patient person when I work in groups. Furthermore, I'm proactive.
I like to be myself in new situations because they are a challenge. I have skills to work under pressure.

PROFILE

Large experience in IT area optimizing and developing different project to improve the business.

EXPERIENCIA

Almundo.com — Buenos Aires, Argentina
IT Support Supervisor — Nov 2017 – Currently

- Coordinator, in charge of service desk in Buenos Aires Argentina, Mexico, Colombia and Brazil. Supervising leadership. Administration of
- Incident Management in order to respond to requirements (Manage engine, JIRA)
- Coaching. Training to IT TEAM.
- Development of process to simplify several tasks
- Responsible for the recruitment of new applicants
- Administrative Tasks like Supplier Services and request quotation. In charges of the previews negotiation to acquire the products.
- Leadership of the team to include new ways of work.
- Company merge training. Implementation Program.

- Customer Satisfacción Training. SLA.
- Follow Up of the software updating.
- Up-training to It Agents.
- Manage, deploy and Trouble shoot network device in the offices (Firewall and Router)

Almundo.com Buenos Aires, Argentina
Soporte Tecnico Sr. Jan 2015 – Oct. 2017

Hired by the regent IT Manager to be a new member of the team. Among the tasks to be completed it was a main goal of showing the new vision of the area according to the needs of the company, successfully achieved.

- Help Desk – Repairing, diagnosis of the hardware (Desktops y laptops). Supporting different SO Windows, Linux, MAC
- Experience in operating tickets (JIRA). Help Desk (Level 2)
- Inventory Control. (Manage Engine), procedures documentation.
- Admin O365.
- Admin Gsuit.
- Networking / Telephony – On-Site and remote support for more than +1500 users.
- Administration of permits. AMD of users/ OU /Groups.
- Configuration, monitoring, administration and design of the brands network
- Diagnosis and follow-up of issues related to hardware and software
- Testing and analyzing new technologies.
- Configuration of Routers, Switch, WIFI (Linksys, Cisco, Juniper, Fortinet) for the different needs of the brands.
- More than 60 brands/franchises. Support in Argentina as well as Colombia, Mexico y Brazil.
- In charge of the launching of the operation in Mexico. on site implementation and support for the well function.
- Coordination and technical training for the employees of the company.

Covedisa S.A Buenos Aires, Argentina
Support IT March 2013 -Jan 2015

My main function was to meet the requirements of the internal customer providing solutions.

- Support to more than 500 users.
- Equipment maintenance, system implementation, user ABM
- Tasks coordination and workflow of the team.

Covedisa S.A Buenos Aires, Argentina
IT Assistant Mayo 2012 - Marzo 2013

- Help Desk.
- Systems and claims management.
- PC Support.
- Corporate implementation assistant.

ACSA Group NEXTEL Buenos Aires, Argentina
Sales Agent March 2011 - August 2011

Studies

- INGLES (Attendig for IELTS).
- CCNA R&A v5.0 (IT College –).
- HTML y PHP.
- SAP-ABAP.
- Técnico Superior en Programación (UTN).

IDIOMAS

Ingles – ILR Nivel 3. Profesional de Trabajo
Español – Argentino Nativo