I V Á N L . B E N A V E N T O

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P E R S O N A L I N F O R M A T I O N

Date of birth: 08/31/1986
Nationality: Argentina
Marital Status: Single

E X P E R I E N C E

4/19 - Present

MRM//McCann
IT Analyst

- Responsible of maintaining Software/OS compliance percentage to more than (95%) in all Servers/Workstations using: LanDesk, Jamf Pro, Symantec and Adobe Creative Cloud Consoles.
- Daily control of logs and troubleshoot Simpana / RackSpace.
- Active Directory (AD): Create/Delete/Modify user accounts, Security Groups/Objects, Set specific permissions to users, folders, etc.
- Deployment, configuration, customization and integration of virtual machines in both Hyper-V and VMWare environments.
- Direct contact with Enterprise Service Desk, Enterprise Service Management, Symantec and LanDesk to obtain information of upcoming updates of Software/OS and also troubleshoot issues related with corporation services like JIRA, Egnyte, Bitbucket, etc.
- Analysis, documentation and support tier 1/2/3 on site to more than 280 users of Windows 7/10, Mac OS/iOS, Android, Office365 and a wide range of software.
- Installation and ongoing support of various automated systems (including PCs, servers, networking equipment, VoIP, video conferencing facilities, and more.)
- JIRA: Creating, troubleshooting, updating, and closing tickets.
- Responsible for checkouts and returns of loaner pool.
- Maintained a detailed inventory of more of 400 devices.
- Assist users by providing prompt responses, in reactive and proactive problem-solving manner
- Training one-on-one and in groups.

6/18 - 3/19

PRAXIS EMR
Technical Support

- Analysis, documentation and technical support through TeamViewer up to resolution.
- Application configuration and its dependencies.
- Resolution of hardware related issues.
- Active Directory (AD): create/modify user accounts, security groups.
- Oracle Database / Client (10G, 11G, 12C): Installation, configuration, backups exports
- SQL basic queries: SELECT, INSERT, UPDATE, DELETE.
- Deployment of virtual machines in VirtualBox/VMWare

12/16 - 5/18

INET S.R.L
Technical Support

- Analysis, installation and repair of netbooks, notebooks and pcs
- Diagnosis through software and hardware testing
- Reconditioning and replacement.

S K I L L S

Software — Mac OS, iOS, Windows 7/8/10, SVN, VPN, Office365, Active Directory SharePoint, IIS, SQL, Symantec, Oracle Database/Client, CommVault, CrashPlan, RackSpace
TeamViewer, Oracle DB/Client, Jamf Pro, LanDesk, Hyper-V, VMWare, VirtualBox, Migrations.

Hardware — Installation, testing and configuration of pcs, netbooks, notebooks, printers, mobile devices, networks, VoIP.

Languages — Spanish native, English advanced.

E D U C A C I Ó N

3/01 – 12/05 **COLEGIO CARLOS PELLEGRINI**

1/00 – 12/04 **LICEO ARGENTINO DE LA CULTURA INGLES**