


**Name:**
**DIANA CAROLINA BRAVO PAZ**

**Address:**
**Montañeses 2619. Capital Federal. Buenos Aires - Argentina.**

**Mobile:**
**+5491126630053**

**E-mail:**
**dianabravo85@gmail.com**


# Objetive

Network engineer, willing to develop as a professional in the area of networking. As a technical leader, I aim to provide leadership focused on both the creation and monitoring of the process, focusing on areas related to infrastructure. I manage multiple tasks and responsibilities well, capable of making decisions especially when I work under pressure.

## Work Experience

**(September 2017 - Present)** **Argentina, Capital Federal**

Cognizant

**IT Analyst. Tech Lead**

Responsible for being the first point of contact for users who contact our IT Service, providing level 1.5 and 2 support for customers in Latin America. Training of new agents. Management of high impact incidents and knowledge management. Management, design and implementation of ITIL processes. Responsible for the lifecycle of incidents, following ITIL frameworks. Coordination of schedules and oncall shifts for agents. Incident management and reports (Service Now).

Technologies: SAP (user ABM, level 1 and 2 support mostly focused on FICO and SD, middleware support including tax agencies), Active Directory (ABM, middleware (s), SSO technologies), Windows support (L2), VMWare, Cloud Services, application support (SaaS), ITIL.

**(February 2016 – September 2017)** **Argentina, Capital Federal**

Cognizant

**Google AdWords Optimization Specialist at Cognizant**

Responsibilities:

Provide support and assistance via phone, chat and email to SMB (Small & Medium Sized Businesses), Pinnacle and HV (High Value) clients for the following products: Google Ads, Google My Business, Google Ads Express, Google Analytics, Merchant Center and Google Partners.
Develop marketing strategies and provide follow up in the implementation of said strategies for a better use of the platforms that would impact later on in the increase of customer's ROI.

Other tasks:
Assist in the revision of closing emails, with special emphasis on writing style, accuracy of response, alternatives offering and appropriate transition to the quality and satisfaction survey.
As a Quality Analyst back-up, provide ideas and evaluate proposals in brainstorming sessions with the main goal of improving quality and troubleshooting processes.

**(May 2015 - February 2016)** **Argentina, Capital Federal**

AEGIS

**Service Desk / Call Center**

Responsibilities:

First point of contact with customers making the resolution of incidents through diagnostic techniques to solve their problems related to CCTV, internet and telephone services. Collect information and diagnose customer needs.

Technologies:

Open (Incident Handles)

Watchdog (internet connection testing)

**(June 2013 – August 2013)** **Zulia, Venezuela**

EMPRESAS POLAR

**Internship**

Involved in the development, expansion and network diagrams updates of production lines in the packing area.

Responsibilities:

Study, describe and analyze the operations developed by the technical personal in the electronic lab.
Observe through the main terminal the PLC programs of all the equipment, analyzing its logic and describing how they work.
Read and interpret catalogs and technical documents of equipment (PLC, CONTROLLOGIX, ADAPTER, and COMUNICATION MODULES).
Develop network diagrams and its IP address for each production line.



**Name:**
**DIANA CAROLINA BRAVO PAZ**

**Date of Birth:**
**11/16/1985**

**Address:**
**Montañeses 2619.**
**Capital Federal.**
**Buenos Aires -**
**Argentina.**

**Mobile:**
**+5491126630053**

**E-mail:**
**dianabravo85@gmail.com**

## Education

2002 -2013 Electronic Engineer / Telecommunication. Venezuela, Maracaibo
Universidad Rafael Belloso Chacín

## Seminars and Courses

| | | |
|---|---|---|
| October 2018 | Networking fundamentals 40366B. | Argentina |
| October 2018 | Windows server Administration. | Argentina |
| October 2018 | Security Essentials. | Argentina |

June/ November - 2010 – CISCO CCNA EXPLORATION 4.0 Module 1 and 2 TELNET. Zulia, Venezuela

July 2013 - Rockwell automation seminar-technological trends. Zulia, Venezuela

## Languages

**Languages**
**Spanish.** Spoken Level: Native Written/Reading Level: Native.

**English.** Spoken Level: Intermediate – Advanced. Written/Reading Level: Advanced.