

SAMANTHA L. BRAVO H.

IT PROFESSIONAL

Languages:
- English (Advanced)
- Spanish (Native)

PROFESSIONAL PROFILE

I'm an IT student with 3+ years experience in the IT field, especially as a Technical and Functional Support. Always looking to learn new skills and finding ways to add value to the environment.

CONTACT DETAILS:

Mobile: (11)2740-9169
Mail: Samanthabraher@gmail.com
Address: Estados Unidos 1211, CABA
LinkedIn: samanthabraher

ACADEMIC BACKGROUND

UADE

Information Technology Management

College. In progress

Colegio Alemán de Maracaibo

Highschool Degree- 2012

COURSES

- Microsoft Azure Training Day: Fundamentals (2019)
- Excel: Advanced (2019)
-Agile Methodologies (2019)
-QlikSense Design (2019)
- Advanced PHP & Laravel (In progress)

IT COMPETENCIES

-Sharepoint Development & Management
-Office 365 (Management and support)
+Sharepoint, Active Directory, Outlook,etc.
+Powerapps and Flow development.
-Adobe Illustrator, WordPress, Azure, QlikSense, Linux.
-Desktop/Laptop Assemble, diagnose/ repair.
-Helpdesk/ Ticket Software: Jira, Zendesk, Redmine
-MySQL, JS, Jquery, Bootstrap, PHP.

CAREER HISTORY

Functional Support/ Software Development Analyst

Metrotel, Buenos Aires | Oct 2018 - present

· Sharepoint Administrator (Intranet management and development)
· Office 365 administration
· PowerApps and Flow solutions development.
· Analysis and continuous processes improvement.
· Edition and publication of technical documentation as content for the company's knowledge base
· Induction and mentoring
- Helpdesk
· Incident analysis, technical evaluation, solution implementation

Software: Office 365 (especially Sharepoint, Powerapps and Flow), Jira, Testlink, Navicat, Redmine, QlikSense, Selenium, Zendesk.

Tech Support

LIVEWARE S.A | March 2018 - Oct 2018

Hardware and Software Support.
Desktop/ Laptop Assemble, diagnose/ repair.
Desktops, Notebooks, Printers, Workstations, Monitors, Servers, Storage, Networking equipment support.
Office 365 Administration
Other:
Website Management & Maintenance (Xampp, Wordpress, HTML, PHP, CSS, JS)