Pedro Castellano A.

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Summery

Highly skilled Support Analyst with +10 years of experience in the IT field. Excelling solving both software and hardware issues. Two times regional analyst of the year in a domain-based company with over 80.000 employees. Seeking to leverage my technical and professional expertise to learn and grow in the new position at your company.

Skills

- Vast experience in remote and on site to diagnose and solve system problems.
- Knowledge of active domain directory services for Microsoft based environments.
- Troubleshooting of software, hardware and peripherals.
- Created maintenance regimen and Standard Operating Procedures for IT staff.
- Strong interpersonal and communication skills.
- Imaging and deployment of computers.
- Virtualization management and installation.
- Active Directory and GPO policy administration.
- Office 365, SharePoint and File Share.
- Fluent in English and Spanish.

Professional Experience

IT Support Analyst
Stefanini Argentina **Dec 2018 - Current**

Job Functions:

- Troubleshoot day-to-day customer issues and provide direct support to employees by phone, email and CRM tools
- Work with the team to communicate important information about system maintenance, changes, events, and to address staff concerns regarding any aspect of the services.
- Interact with third-party vendors, coordinate and collaborate with various internal business units.
- Maintain operations and administration of proprietary systems.
- Assist users with problem-solving and escalation procedures.
- Quickly assess an issue(s) and provide management with well-conceived short and long-term actions for restoration of service(s)
- Understand the various trading and clearing platforms and apply technical knowledge to improve system performance and reliability
- Prepare documentation for troubleshooting and escalation procedures
- Control computer system(s) on schedule using computer system console, operator checklists, and third-party software.
- Create and manage File share accounts for the requiring departments.
- Office 365 and SharePoint management.

Senior IT Support Analyst **2007 - 2018**
Petroleos de Venezuela (PDVSA)

- Performed IT support duties in a Windows Enterprise Environment which included – OS XP -7, Active Directory, software, hardware, applications, Microsoft Office Suite, desktops, laptops, printers and other PC peripherals.
- Provided support to end users regarding a multitude of technical issues.
- Handle prioritize and schedule tickets to keep workload optimized.
- Provide high volume tier 2 desktop and software support to over 250 end users at Main Office administrative personnel and over 100 users on field of operations.
- Active Directory – add/delete users, reset passwords, etc
- Provided hands and feet support for networking issues
- Support for Cisco I Tandberg Video Conference end point support.
- Imaging for end user PCs to migrate into updated operating systems and software.
- Accomplished 30% less backlog of tickets over 2 years.
- VPN configuration for board of directives and on duty operational staff.

Desktop Support Analyst **2001 - 2006**
Exsso Corporation (Venezuela) HP Reseller and Supoprt

- Provide support for desktop computer operating systems, mobile apps, hardware, peripherals and printers..
- Setup, configure, install and support all PC equipment and peripherals
- Diagnosis, Maintenance Repairing of Hewllet Packard Printer`s Line (Medium and High Level Perfomance)
- Hardware, software, and networking troubleshooting and repair.
- Diagnosing and repairing Windows desktop and laptop.
- Break Fix - Taking computers apart and repairing them from the minutest component.
- PC peripherals repair and troubleshooting.
- Tasked with training for new employees for resolution of tier 2 on site tickets.
- Resolve tier 1 networking issues for a Cisco based site and escalate for tier 2 team when required.

Education
Instituto Universitario de Tecnologia Pedro Emilio Coll
Senior University Technician in Computer Science