Nicolás Michel

Goal-oriented customer support professional with high attention to detail, seeking a job that will allow me to apply my experience as well as my interpersonal communication and problem solving skills.

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WORK EXPERIENCE

DxC Technology — *Back Office Analyst*

August, 2018 - TODAY

- Programming and support of RPA solutions
- Identification of repetitive tasks as potential automation cases
- Contact point on internal client's urgent requests and issue resolution
- Distribution and assignment of backlog tasks to L1 and L2 operators
- Incident management

DxC Technology — *Help Desk Technician*

October, 2017 - August, 2018

- Troubleshooting software and hardware issues via telephone
- Remote customer support, incident resolution and escalation
- Incident documentation via ticket platform
- Proactive assistance to avoid incident recurrence

Santa Maria Marketing — *Pollster*

November, 2015 - October, 2017

- Selection of respondents according to the requisites of the survey.
- Conduction of the survey and data entry.
- Preparing and delivering productivity reports.

EDUCATION

University of Buenos Aires —*Bachelor in Information Technology*

Expected graduation in 2023

José Manuel Estrada Institute — *High School Diploma*

Graduated in 2010

LANGUAGES

Spanish - Native

English - Bilingual

French - Pre-Intermediate

SKILLS

Windows - Advanced

Microsoft Office - Advanced

Python - Beginner

Oracle applications

WinAutomation

Invgate

Netsupport