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PABLO NICOLÁS FERRABONE

OBJECTIVES

Be conscious that professional career is a journey gave me the opportunity to understand that teamwork is essential in the process.

When you be able to relate with your colleagues and learn new information as well enrich your personal skills you found a new way to do your tasks and be more confidence.

I have passion for Hardware and want growth to a more servers / sysadmin role type.

PROFESSIONAL EXPERIENCE

TECHNICAL SUPPORT SPECIALIST (DSS) | CONNECTIS ICT

June 2019 – Present

Assigned at Syngenta: Hardware and software repair. OS migrations over Microsoft Deployment Toolkit.
Configuration of cellphones and tablets (Android and iOS). Installation of software: MS Office 2013 and 2016, Oracle, SAP, Cisco AnyConnect, Citrix and others. Microsoft software center: installation, repair and manage broken installations.

External hardware repair escalation to the partner (HP) for laptops and printers.
Videoconference support over Telepresence (Cisco), Creston, Zoom, Skype and Teams. Daily checks on all conference rooms in the site.
Services Now / ODS as ticketing tool.

IT SITE SERVICES ANALYST | CONNECTIS ICT

March 2019 – June 2019

Assigned at Syngenta: Incident and problem management for Desk-Side Support service and infrastructure support. Inventory management.

Corrective maintenance to printers on the site and escalation of incidents to the technical partner (HP).

DESK-SIDE SUPPORT | CONNECTIS ICT

June 2018 – March 2019

Onsite tech support to internal user's. Hardware and software repair, OS migrations. OS domain: Windows (7, 8 and 10) and Ubuntu.

Programs domain: Office (2010 and later) and Office365, Postman, Java, Oracle database (SQL developer, toad and DBeaver), SAP, OpenVPN and Citrix. Voip over Avaya.

Inventory management and purchases of hardware.

DATA CENTER COMPUTER OPERATOR | CONNECTIS ICT

June 2017 – March 2019

Assigned to Fravega: Operator of system bash, cobol, centos, ubuntu, informix, ETL teradata, remedy and zabbix. Report generation, sales processing and report of server alarms.

Modification and relaunch of script in bash and relaunch of cobol.

TECHNICAL SUPPORT SPECIALIST | PROVINCIA NET PAGOS

October 2015 – June 2017

Onsite tech support to internal user's and payment partners.

Implementation of proprietary system updates. Installation of new payment software.

Inspection and adjustment of laptops, desktops, cellphones and tablets (backup, installation and configuration).

System Administration of: Active Directory, Windows (XP and later), Unix/Linux and user's administration on proprietary systems.

System and service alarm incidents management (Nagios, Zabbix, System Center, and EATON), network monitoring and claims on supplier's platforms.

CUSTOMER SERVICE REPRESENTATIVE | PROVINCIA NET PAGOS

March 2014 – October 2015

Customer service representative for Provincia Seguros: take the user's claims and assign to the correct group. General information of the products and attention for insurance policy sellers.

EDUCATION

UNIVERSITY (IN PROGRESS)

DEGREE IN PSYCHOLOGY | UNIVERSITY OF BUENOS AIRES (UBA)

March 2019 – Present

SECUNDARY SCHOOL

ELECTRONIC TECHNICIAN | EET N°1 – FRANCISCO E. URONDO

March 2006 – November 2008

SKILLS

OS: Windows XP and later. Linux

Mobile OS: iOS (7 and later) Android (2.3 and later).

Software: SAP, MS Office (2003 and later). VPN: Cisco AnyConnect, OpenVPN, Citrix. Database: DBeaver, Oracle, SQL Developer. Videoconference: Zoom, Teams and Skype. Virtualization: WMware and VirtualBox. Data files: Sharepoint, fileshare and Teams.

Active Directory: creation of new users. Access to fileshare and shared folders. Distribution list and groups creation.

Miscellaneous: CRM user use, Remedy, SCCM. Cellphone repair.