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## **Professional Summary**

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Telecommunications Network Engineer and IT Support Technician with training from the Australian College of Information Technology (ACIT) and over three years of experience in telecommunications, technology, and managed services in Australia. Specialist in network infrastructure, IT support, and systems administration, with CCNA Systems, JUNIPER, and VoIP certifications. Advanced proficiency in Windows Servers, Azure, Active Directory, VMware/Hyper-V, Microsoft systems, as well as security solutions and PBX systems. Advanced English skills, strong problem-solving abilities, customer-oriented approach, and effective technical communication.

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## **Work Experience**

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### **Metwide Communications Sydney | Gold Coast - Australia** **IT Support Technician - Service Desk**

Jun 2023 – Jan 2025

- **Service activity management**

**Service Management Software:** Utilization of platforms to schedule, log, and track service requests.

**Monitoring Systems (Zabbix):** Used to ensure service requests are escalated and managed according to established service levels. A tool that enables real-time monitoring of equipment and system performance metrics.

- **Customer Support and Troubleshooting**

**Remote Support Tools (CW Automate):** Assisting customers through the troubleshooting process efficiently, providing real-time support via remote system access.

**Knowledge Bases:** Use of internal technical documentation platforms to provide solutions for common issues and ensure clear communication with customers. This includes technical inquiries and product recommendations.

- **Security Compliance and Standards**

**Security Management Software:** Ensuring all service activities comply with security policies by identifying vulnerabilities or potential threats.

**Security Policies and Procedures:** Strict enforcement of data protection and information security regulations, utilizing encryption tools, identity and access management (IAM), and multi-factor authentication.

- **VoIP and PBX System Administration and Support**

Configuration, monitoring, and troubleshooting of Asterisk, FreePBX, and SIP trunking systems.

Call quality diagnostics (jitter, latency, packet loss).

Assistance with softphone and IP phone setup for business and residential clients.

- **Internet and Residential Telephony Service Support and Supervision**

Configuration and troubleshooting of routers, Wi-Fi, and IP phones for residential clients.

Coordination with NBN Co for new connection installations and activations, ensuring optimal performance and VoIP migration when necessary.

### **Achievements:**

- **Efficient Maintenance Implementation for MikroTik Routers:** Configuration and maintenance of MikroTik routers using WinBox, optimizing configuration and backup processes. Reduced execution time and prevented critical information loss in routing protocols and VLANs.
- **Supervision and Management of New Internet Plans in Brisbane:** In my first month, I led the supervision and contracting of new internet plans for a residential building following the termination of service by the previous provider. I coordinated directly with clients in English, strengthening the company's presence in Queensland and ensuring a smooth transition for tenants.

**Fox Sports Chile TV | Santiago - Chile**  
**Multimedia Video Editor**

Dec 2017 – Jun 2019

Editing and audiovisual production of reports, television shows, and post-production of clips and promotional material for Central Fox News, Fox Players, and Fox Radio Chile.

**National Television of Chile (TVN)**  
**Multimedia Video Editor**

Jul 2015 – Nov 2017

TV Sports department. Editor of audiovisual material such as documentaries and television shows (Podio, Boxeo de Oro, Rio 2016 Olympic Games), as well as post-production of clips and promotional content.

**Chilevision Chv | Santiago - Chile**  
**Multimedia Video Editor**

Dec 2011 – Jun 2015

Multimedia editor for press news (Chilevision News), reports, and documentaries, specializing in the post-production of audio and video using Avid systems.

**Santo Tomas University**  
**Audiovisual Equipment Manager**

Mar 2009 – Dec 2011

Responsible for the technical operation and maintenance of audiovisual equipment, including cameras, lighting and sound systems. Expert in installation and management of cables, camera configuration and equipment supervision to ensure optimal quality in recordings, broadcasts and live events.

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**Education and Professional Development**

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**Certificate IV in Information Technology Networking**

Jul 2020 – Mar 2021

Australian College of Information Technology (ACIT)

- July 2020: CCNA Certification training course
- January 2021: Juniper networks JNCIA-JUNOS Training course

**Achievement:**

- Develop a network architecture design for ICT.

**Diploma of Information Technology Networking**

Mar 2021 – Sept 2021

Australian College of Information Technology (ACIT)

- March 2021: Juniper networks JNCIS – SECURITY Certification course
- May 2021: Juniper network MPLS & VPN'S Training courses

**Achievements:**

- Implement secure encryption technologies
- Install and maintain valid authentication processes
- Design and configure an IP-MPLS network with virtual private network tunnels
- Design and manage IPTV (Internet Protocol Television) on a service provider network

**Advanced diploma of telecommunications network engineering**

Australian College of Information Technology (ACIT)

Sep 2021 - May 2022

- September 2021: Unified communications / Voice Over Internet Protocol (VoIP) training course
- November 2021: Data Center Design
- April 2021: Computer repair and maintenance

**Achievements:**

- Prepare a detailed data center design report.
- Develop a project management plan and integrate sustainability into the planning and design of ICT projects
- Design and build integrated VoIP networks

**Pacific English Study | Gold Coast, Australia**

Sep 2019 - Nov 2019

General English full-time course – upper intermediate

**Santo Tomas University | Santiago, Chile**

Sep 2008 - May 2010

Digital audio-visual communication advanced diploma

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## Software Management

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- Windows Servers
- Microsoft Azure
- Communications IoT
- Mdm Platforms
- Microsoft Intune
- Ticketing System (Connectwise)
- Microsoft 365
- Juniper Systems
- Gen AI - Open AI
- IOS Systems
- Avid editing system
- Wordpress
- Outlook Email configurations and protocols
- Active Directory
- VoIP - PBX- Asterix
- Keeper Security
- Veeam Backups
- Symantec
- Sophos VPN
- Cisco
- VMware / Hyper-V
- Webroot Ciberseguridad
- Labtech
- Microsoft admin Centers
- Sharepoint - Onedrive environments
- Remote desktop setups

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## Certificates and licenses

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- Hardware and Operating System Essentials
- Technical Support Basics
- The Non-Technical Skills of Effective Data Scientists
- Introduction to Linux
- Networking and Storage
- Network Fundamentals: Basic Networks and Storage
- Australian Driver license Class CA

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## Languages

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- Spanish (Native)
- English (Proficient) - PTE Academic Test - Naati CCL

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## Habilidades y otros

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- Windows Client Device Management
- Security, Firewalls, VPN's
- VoIP, IP Telephony
- Cisco/Juniper Switching & Routing
- IT Helpdesk Support
- Troubleshooting and research
- Software proficiency
- Technical and customer support
- Immediate availability