

Felipe Ignacio Rodríguez Pinuer

Canmore, AB, Canadá

LinkedIn: <https://www.linkedin.com/in/firp/>

5875750973

info@felipepinuer.com

<https://felipepinuer.com/>

Visa Status: Open Work Permit, Until Oct 2025

Present Job: ICT Customer Support Officer

Salary Range: \$20 per hour Ideal Role Titles:

- ICT Support Engineer/Technician
- Sales repair phone and laptops
- Junior Developer (Front end)
- Network Technician
- Cellular Technician
- Seller devices or products tech

PERSONAL STATEMENT

Felipe is a skilled and hands-on assistant support engineer and networking technician with a strong foundation in sales and client communication. Alongside his technical expertise, he has ventured into programming, focusing on frontend development and website design. With over 5 years of experience in telecommunications, assistant support, and programming across both public and private sectors, Felipe brings a versatile skill set to the table.

In 2023, he served as an ICT/IT support engineer with AVASO Technology Solutions and Greenlight Worldwide in Tauranga and Wellington, New Zealand. Currently, he holds a work visa allowing employment in New Zealand until June 2024. Felipe's primary goals include expanding his tech industry experience, advancing his studies, and achieving further professional growth.

PERSONAL SKILLS

- Self-starter, client focused when delivering solutions on time and to spec.
- Mentored junior developers and intermediate developers.
- Excellent listener, ability to gather requirements well.
- Self-aware, have a good understanding of the personalities around me.
- Hard worker, passion for solving complex problems.
- Skilled communicator and proficient in product sales

QUALIFICATIONS & CERTIFICATIONS

- IT Engineer - 6 Semester Mar 2020 - Mar 2023 Los Lagos University. Puerto Montt, Chile (Career in progress).
- The University Technician in Computer Science of the Universidad de Los Lagos Mar 2018 - Oct 2020 Los Lagos Regional Technological Institute • Puerto Montt, Chile. Certificate complete.
- Medium Level Aquaculture Technician Mar 2007 - Dic 2009 Salvation Army Colegio Técnico Naciones Unidas • Puerto Montt, Chile. Certificate Complete.

TECHNICAL SKILLS

- IT Security policy implementation.
- Active Directory Administration.
- iOS / Android software development in Xamarin.
- Experience Visual Studio Code.
- JavaScript, html, CSS Knowledge, and experience - 2 years/2020-2022.
- Angular 13+ - 1 year/2022.
- Docker and GitHub 2 years/2020-2021.
- Experience with Agile development techniques.
- Experience using optical fiber fusion splicer 1 year/2022.
- Backup and Recovery Solutions.
- Remote Desktop Support - 7 years/2017-2023.
- Hardware and Software Installation - 5 years/2018-2023.
- Experience installing CCTV (Dahua, Hikvision) – 2 years/2021-2022.
- Network Configuration and Support and Experience in CCNA 4 years/2018-2022
- Experience in Windows Server 2016 and 2019 and Linux server (centos OS and Ubuntu Server – 2 years/2021-2022.
- Experience working with Firewall (pfsense) – 2 years/2021-2022.
- Experience config and admin switch, firewall, routers - 4 years/2019/2023.
- Microsoft Office Suite 365 - 4 year/2018- 2023.
- Good seller tech.

INTERESTS OUTSIDE OF WORK

- Fan for the cars and competition.
- Electric guitars, especially the sounds of fender guitars.
- Spending time with family, although I do enjoy a good time ride on my rollerblade by myself.

WORK HISTORY

Mac Ops • Queenstown, New Zealand Jun 2024 – Present ICT Customer Support Officer

Currently working as an ICT Customer Support Officer at Mac-Ops in Queenstown, New Zealand, the primary responsibility is to provide technical assistance and support to users of information and communication technologies within the organization.

● Key Role Requirements

- Technical Support.
- System Maintenance.
- Troubleshooting level 1 and 2 technical issues.
- Repair phones, ipads, laptops and mac
- Desktop & printer setup.
- Training and Development
- Website Developer Mac-ops and Tec-ops
- Customer services
- Repair Drones.

● tools

- Social listening and monitoring tool.
- Knowledge base software.
- Help desk ticketing system.
- MacOs.
- remote technical support
- Reporting dashboard.
- Tool for repair laptops and phones.
- Knowledge Hardware

Mac Ops • Queenstown, New Zealand January 2024 – June 2024 ICT Support Technician NEC

In my last position, I was responsible for providing technical support and assistance to customers, resolving hardware and software problems and ensuring the smooth running of IT systems.

● Key Role Requirements

- Technical Support.
- System Maintenance.
- Troubleshooting level 1 and 2 technical issues.
- Documentation
- Desktop & printer setup.
- Training and Development

● tools

- Social listening and monitoring tool.
- Knowledge base software.
- Help desk ticketing system.
- MacOs.
- Team Viewer.
- Reporting dashboard.

Green Light Worldwide • Tauranga, New Zealand Jun 2023 – January 2024 ICT Support Engineer

I report directly to the IT Manager onsite and provide professional, customer-focused technical support to our large internal user base. As a Level 1/2 Desktop Support Engineer, I am passionate about providing exemplary customer service to our end users. This role has been ideal for me as I'm motivated to grow my career, leveraging my tech acumen and the ability to advance quickly in the commercial space.

● Key Role Requirements

- Managed the full migration of software.
- Visit customers and solve their office automation problems.
- Change hardware's parts.
- Troubleshooting level 1 and 2 technical issues.
- Monitor network connectivity.
- Desktop & printer setup.

● tools

- Social listening and monitoring tool.
- Knowledge base software.
- Help desk ticketing system.
- MacOs.
- Autotask.
- Reporting dashboard.

AVASO Technology Solutions Inc. May 2023 – Oct 2023 Desktop Support Engineer

In my role at this company, I provided vital technical support for desktops, laptops, and other IT assets, drawing on 1 to 2 years of experience. I managed hardware and software, responded to user queries, and ensured the smooth operation of our IT infrastructure. This included handling installations, troubleshooting OS issues, and automating routine maintenance tasks. My familiarity with ITIL processes and networking added valuable expertise to our team, contributing to a robust and efficient IT environment.

● Key Role Requirements

- End to End management of all Desktops, Laptops, Printers & Peripherals for existing and new devices covering installations and management.
- Perform any Install, Move, Add or Change of IT assets.
- L1 support of all Business applications accessed by the end-user.
- ITIL process implementation.
- Managed the full migration of software.
- Visit customers and solve their office automation problems.
- Change hardware's parts.
- Troubleshooting level 1 and 2 technical issues.

● tools

- Reporting dashboard.
- Social listening and monitoring tool.
- Knowledge base software.
- Help desk ticketing system.
- MacOs.
- Autotask.

Backupcode SPA
February 2020 – February 2023
Assistant Support L2

During my time at this company, I tackled a diverse set of responsibilities, from advanced troubleshooting, user training, and inventory management to software licensing, documentation improvement, and remote site support. I specialized in enhancing user experience, conducting inventory audits, and providing advanced support for specialized software applications. Additionally, I played a crucial role in analyzing incidents, optimizing performance, and managing access controls. These experiences allowed me to contribute effectively to smaller-scale IT projects and ensure smooth IT operations in a focused area of the organization.

● **Key Role Requirements**

- Advanced Troubleshooting: specializing in servers and networks.
- User Training: Deliver training and create user-friendly software documentation.
- Inventory Management: Oversee IT asset inventory for a specific department or location.
- Software Licensing: Manage software licenses to ensure compliance.
- Documentation Improvement: Enhance and update IT documentation.
- Remote Site Support: Provide IT support for remote offices.
- Specialized Software Support: Provide advanced support for specialized applications.
- Asset Allocation: Distribute IT assets to department employees.
- CCTV and optical fiber installation.x
- Access Control: Manage user access for applications and systems.
- Backup Support: Assist with backup and recovery.
- Small-scale Projects: Lead or participate in IT projects.

● **tools**

- Reporting dashboard.
- Social listening and monitoring tool.
- Knowledge base software and hardware.
- Help desk ticketing system.
- MacOS.
- GLPI Fusion Inventory.
- Office 365 Suite and SharePoint.

REFEREES

Name Surname Role Title Company
Email
Phone number

Jaime Vera - CEO GBC
jaimevera@backupcode.cl
+56 9 5811 3363

Name Surname Role Title Company
Email

Marty Bennet Country Manager at Green Light Worldwide Green Light Worldwide
martyb@greenlightworldwide.com

Name Surname Role Title Company
Email
Phone number

Jo Clarke
Jo@mac-ops.co.nz
+64 21 147 6424

