

SKILLS

Technical Support and Customer Service at Sosmatic

- Customer service for administrative and commercial matters at Adamo, including management and assistance with contracted services, billing, data, etc.
- Level 1 technical support for network, fiber optic, and mobile phone incidents for the following companies: Adamo, Aloha, Finetwork, Gophone, Knet, Fibracat, Parlem, and Eureka; in Catalan, Spanish, and English; for residential, business, and installer needs.
- Service monitoring using Nagios and escalation to Level 2 if the issue cannot be resolved immediately.
- Handling calls for high-volume services (>40 calls/8 hours).
- Resolution of incidents related to Wi-Fi connectivity, DHCP, DNS, firewall management, router configuration, and ONT. Escalation to Level 2 or a field technician as needed.

Technical Support at Nominalia Internet SL

- Technical assistance to the company's client users through the Jira and Confluence ticketing systems. Use of the company's own CRM. Making outbound calls using Xcally.
- Sales consulting for current clients of the company on expanding or modifying their services, including servers or hosting, as well as other services offered by the company, such as domains, SSL certificates, managed email, Microsoft 365 licenses, CMS, SEO packages, etc.
- Support for clients in the process of purchasing, renewing, and transferring domains. Contact with various registrars in case of transfer issues.
- Local office support for Workplace users. Assistance with the Office 365 package, VPN, and permissions.
- Maintenance of managed servers for clients, weekly backups, diagnosis, and proactive resolution of incidents, many of which required contacting the client to modify their package or server specifications.
- Support for questions and issues with Linux and Windows hosting, as well as various CMSs such as Wordpress, Prestashop, Magento, Drupal, Joomla, and Simply Site; management of the company's hosting CMS using the cPanel tool. User guidance and advice on website creation and publishing. Use of PHP, Javascript, and HTML/CSS.
- Updating and support for SQL database processes.
- Support for email service issues, SPAM lists, antivirus, and email management.
- Obtaining and renewing SSL certificates.
- Training for new team members.
- Premium support, which consists of performing processes typically performed by the client, either directly or through a contracted company: website migration, website creation and design, email migration, server or hosting migration, website SEO enhancement, SSL certificate installation, server configuration and setup, Sitelock antivirus configuration, and more.
- Inventory of the company's domains, servers, and clients using its own CRM.
- Cooperation with the web design team to convey the client's ideas.
- Participation in business support projects such as #SigueAbierto, which offered free websites to companies in the restaurant industry during the COVID-19 crisis.
- Updated internal and user support documentation (<https://www.nominalia.com/help/>) and the company blog (<https://www.escueladeinternet.com/>), as well as collaborating on courses offered to users as part of the digital transformation.

Helpdesk Engineer Level 2 at Ricoh Spain

- Management of tickets for requests, incidents, changes, and problems using the ticketing tool Service Desk Plus and ServiceNow.
- Contact with the client company's service managers (Noatum) to establish and review service levels. Standardization and documentation of standard company procedures, as well as creation and updating of asset inventories (equipment, servers, firewalls, etc.), networks, and licenses. Ongoing training on new procedures for the Level 0 and Level 1 teams, as well as transfer of technical concepts to the Management team.
- Global Admin in Office 365 with management and support for all applications, such as Exchange, Sharepoint, OneDrive, and Teams.
- Management of the global printer fleet (Westmed) using Ricoh's SLNX or through its own print servers.
- Management of users and permissions using a hybrid Active Directory-Office 365 environment.
- Creation and modification of GPOs and DNS zones.
- Azure-related management, including subscriptions, application creation and registration, APIs, DevOps, and participation in integration projects with Azure Endpoint (Intune), installing applications or policies that cannot be implemented through GPOs.
- Monitoring (SNMPC) and troubleshooting critical services, both Networking and Systems, collaborating with various providers such as Telefónica (CEX and SOC), NTT, and Nexica (Infrastructure), as well as those directly responsible for each corporate application or service.
- Management of the company's Fortinet and Palo Alto firewalls (together with Telefónica's SOC), router and switch configuration (together with CEX and Telefónica).
- DHCP management, either through Domain Controller or Firewall.
- Preventive maintenance tasks, such as license renewals, SSL or corporate certificates, server farm updates, server cleanup and analysis, etc. - Support for corporate applications such as bFirst, Sitimat, CargoWise, Meta4, RingCentral, Taric, A3, Contaplus/Sage, Autofirma, etc.
- Participation in projects for the deployment of new corporate networks and services, as well as RFCs. Creation and updating of Visio diagrams and project documentation.
- Support for other business and IT groups, primarily on projects or incidents involving the development or marketing teams.
- Cooperation with the Cybersecurity team to establish policies and standardize applications and procedures. Management of SIEM alerts received through Crowdstrike (EDR) installed on all company computers.

Helpdesk Engineer L2 en Ricoh Spain

- Gestión de tickets de peticiones, incidencias, cambios y problemas mediante herramienta de ticketing Service Desk Plus.

Incident Manager Specialist at Ricoh Spain

- Coordination of a team of 6 internal technicians + 7 external technicians located in Barcelona, Castellón, Madrid, Porto, Lisbon, Marseille, Istanbul, Cairo, Hong Kong, Kansas City, and Lima.
- Perform real-time monitoring of the backlog and the various incidents or service requests to ensure agreed service levels are met.
- Prioritization and escalation of critical incidents. If necessary, activate the appropriate escalation for rapid incident resolution.
- Communication of the incident status to Headquarters, end users, and third parties. Drafting IT communications.
- Gathering root causes of incidents and participating in the development of action plans. Ensure follow-up of the action plans.
- Communicate to business coverage or the manager the need to mediate in priority conflicts.
- Participate in the resolution of P1 and P2 incidents, collaborating with the technical team and, if necessary, technically resolving them.
- Provide technical support and leadership for the resolution of P3-P4 incidents.
- Ensure that application incidents are addressed by the appropriate teams and follow up on them until fully resolved.
- Coordinate the cross-functional IT teams working on incident resolution.
- Act as a technical reference for project and change planning (PRJ/RFC) with an impact on the end user.
- Administration and maintenance of the Service Desk Plus ticketing tool (creation of triggers or business rules, management of users and groups, roles and permissions, etc.).
- Collaboration with the Data and Integrations team as the primary Azure manager: creation, configuration, and maintenance of corporate applications and subscriptions.
- Communicate to the organization all IT changes that may impact it: changes, migrations, freezes, various ICP exercises, etc.
- Serve as the contact person for the IT security teams and act as their liaison for the entity and its service providers.
- Participate in the client's IT committees.
- Draft internal documentation (ITRs, SOPs, Runbooks, Checklists, Project Handovers, etc.).
- Lead weekly and monthly meetings with the client, presenting and explaining the KPIs obtained and the various agreed-upon metrics.
- Maintain ongoing communication with Headquarters and IT Managers from the different regions (LATAM, USA, Asia, UK, Turkey, Middle East, and Westmed), as well as weekly operational follow-up meetings.
- Participate in dedicated working groups for management or involvement in cross-cutting projects (Infrastructure, Workplace, Security, Communications, etc.).
- Manage or participate/coordinate Workplace projects, allocating both technical and MLM resources based on client needs.

Examples of projects I have led or been heavily involved in (both as L2 and IM):

- ✓ Migration of systems from newly acquired companies by clients under a TSA (Transition Level Agreement) or new locations: User creation, integration of workstations with client systems and requirements, close collaboration with the Communications and Security team to ensure equipment meets standards, documentation and approval of new software, and handover to the support team.
- ✓ Automation of internal Helpdesk procedures: user registration and deregistration, PowerShell scripting for running tasks, information gathering for CMDB, IT infrastructure maintenance in Active Directory, manual scheduled tasks such as reviewing deprecated users, etc.
- ✓ Implementation and configuration of Intune MDM (>3,000 devices) using group policies, application ring packaging, and optional and mandatory Windows updates. Project handover to the Intune support team for maintenance.
- ✓ Annual IT Asset Renewal Plan (Westmed): inventory of assets approaching end of life, replacement planning with the business, coordination of on-demand on-site technicians and documentation. Collaboration with the Purchasing team for planning.
- ✓ Creation of a new KB in SharePoint: creation of a SharePoint site used as an IT Knowledge Base, site structure and view, publication and migration of relevant documentation by organizational unit and IT area.
- ✓ Implementation and configuration of company policies in the various 365 applications: configuration of policies in Teams or SharePoint/OneDrive, standardization and creation of custom roles in Azure (IT), compliance and security policies (Exchange, litigation hold, retention policy, anti-spam/anti-malware, auditing, etc.).
- ✓ Deployment and configuration of VDI servers in Azure and migration of the on-prem server farm: initial server configuration according to technical documentation provided by Headquarters, monitoring of the migration plan and server backup.
- ✓ Active Directory forest restructuring and OS and OS version upgrade: reorganization of users and OUs following an organizational change at the client level, modification of GPO links.
- ✓ Domain integration both on-premises and in the cloud: the client had four different domains, integrating them into Active Directory and DCs, Azure, and other corporate tools, in collaboration with the Infrastructure and Communications teams.
- ✓ Zscaler solution implementation: deployment of the application to all company computers. Collaboration with the Security/Communications team to create new firewall (ZIA) and VPN (ZPA) policies to eliminate the old VPN system (Forticlient).
- ✓ Falcon Crowdstrike corporate antivirus implementation: deployment of the application to company computers, coordination with Falcon's own team to configure exclusions. Collaboration with the security team and Telefónica to configure SIEM with DCs, Firewalls, and Azure.
- ✓ Workstation migration to Windows 11: Preliminary assessment to determine the actual scope of equipment, determine the number of Windows 11-compliant devices, and implement implementation using Intune and SCCM. Development of a renewal plan for non-compliant assets with the new version.
- ✓ Complete **ITSM** migration from **Service Desk Plus** to **ServiceNow**: Creation and configuration of the service catalog, business rules, SSO authentication and Azure App Registrations, policy management, support groups and technicians. User support for the tool after the initial Hypercare phase, and ongoing tool maintenance.
- ✓ Company-wide **MWP Infrastructure migration** (approx. 5,000 users): Domain migration of workstations and users, network configuration, Azure and O365 setup, and scripting. Tool used: Quest On Demand.