

JAVIER GARCIA

IT SERVICE DESK TECHNICIAN

CONTACT

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SKILL HIGHLIGHTS

- Project management
- Strong decision maker
- Complex problem solver
- Creative design
- Innovative
- Service-focused

SYSOP

Systems	<div><div></div></div>
Hardware	<div><div></div></div>
Networking	<div><div></div></div>
Security	<div><div></div></div>

LANGUAGES

Spanish	<div><div></div></div>
English	<div><div></div></div>

PERSONAL SKILLS

Problem Solving
Customer service skills
Troubleshooting

PERSONAL SUMMARY

A competent IT support professional with a proven track record of providing specialist technical and helpdesk support. Extensive experience of working in the front line helping customers and colleagues resolve complex technical IT issues. Possessing excellent client-facing skills, natural problem solving and analytical skills and ability to contribute to the development of best practices, procedures, and policies within a company.

EXPERIENCE

- **IT Service Desk Technician** – 2020
INDEED UK, London (United Kingdom)
- **Manager Stock Controller** – 2018 to 2019
CHRISTIAN LOUBOUTIN, London (United Kingdom)
- **Stock Controller** – 2015 to 2018
KURT GEIGER LTD, London (United Kingdom)
- **IT Manager** - 2014
VIVERO EL PINAR, Segovia (Spain)
- **SysOp** – 2008 to 2013
INDRA S.A, Madrid (Spain)
- **Helpdesk** – 2007 to 2008
IE UNIVERSITY, Segovia (Spain)

IT RESPONSIBILITIES

- Responsible for diagnosing & resolving hardware, software & end user problems.
- Acting as the first point of contact for all IT & technical queries.
- Developing the infrastructure and systems to meet the company's needs.
- Working within TCP/IP network environment. DHCP, DNS, Wireless
- Involved in the rollout of software updates and patches
- Communicating with third party technical specialist.
- Identifying & reporting on the budgetary implications of IT projects.
- Responsible for allocating work to junior staff and induction training for new staff.
- IT security experience including anti-virus / malware, encryption deployment.

EDUCATION

Degree of Science: **Certificate of Education (HNC)** 2000 - 2005
IES Maria Moliner High School, Spain

AREAS OF EXPERTISE

- Service Desk Support
- Diagnosing hardware & software faults.
- Testing and evaluating new technologies
- Cisco
- Windows Active Directory