JAVIER GARCIA

IT SERVICE DESK TECHNICIAN

CONTACT

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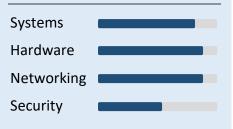
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Skill Highlights

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

SysOp



Languages



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