

ALEX JAVIER TELLEZ BRATTI

Address: Rubens Leão Filho, 260 - apt 32B - Jardim Ismênia - CEP: 12.221-020

São José dos Campos - SP - Brazil

Married, 41 years old, Chile

Immediate availability

WhatsApp: +55 (12) 99160-6891 / Email: tellez.bratti@gmail.com / LinkedIn: Alex Javier Andres Tellez Bratti

Bachelor Higher Level Technician in Informatics and Computer Networks
Objective: IT Area / Helpdesk Support / Telecommunication

Degree

2002-2006 Bachelor Higher Level Technician in Computer Science and Computer Networks. CFT Austral Valdivia Chile

PROFESSIONAL EXPERIENCE

October 2023 – January 2025 - Information Security Analyst – Cloudfence

- Real-time monitoring of events related to security and prevention of attacks using specific tools for each function related to IT security.
- Service to the end customer via telephone, ticket and at the customer's premises in sporadic cases.
- Carry out tasks or activities planned in alignment meetings every week in relation to the computer systems structure of the company and the end client.

November 2022 – October 2023 - Bilingual IT Technical Support – Stefanini Brazil

- IT support technical assistance for users of the current operation.
- Support for IT requirements and incidents received in the ticket, email and telephone management tool.
- Remote technical support for notebooks, microcomputers, computers, operating systems, networks, printers and corporate systems.
- Analysis and monitoring of incidents and requirements through the ticket platform.

August 2022 – October 2022 Technical Support – Positivo Tecnologia

- On-site technical assistance performing the analysis of hardware and software problems and errors to diagnose the problem;
- Perform equipment maintenance, repairing notebooks, desktops in order to ensure their functionality, within the quality parameters established by the company;
- Install, update, configure and uninstall software on the products;
- Perform, when necessary, the final test of equipment (notebooks, desktop) according to the procedure established by engineering, ensuring the release of products that effectively meet the company's quality standards.
- Carry out activities according to area procedures and guidance from the immediate superior.

- *IT technical support service for Ball Corporation users in South America (Argentina, Brazil, Chile, Paraguay).*
- *Support for IT requests and incidents received by the call manager (Servicenow), e-mail and telephone.*
- *Weekly meetings on the alignment of IT processes in the Help Desk, support in the writing and verification of technical documentation oriented to the end user.*

June 2021– August 2021 Support Analyst NOC N1 – NSB - Network Solutions Brazil

- *Real-time monitoring of Bunge Alimentos' corporate networks in Brazil, Argentina, Chile, Paraguay and Uruguay.*
- *Analysis and monitoring of incidents through the platform developed by the company.*
- *Active communication with each unit's IT analysts to verify internal network incidents and with telecom providers to address network supply-related incidents.*

November 2019 - August 2020 IT Technical Support Analyst - NSG Pilkington

- *Technical assistance to the national and international user, translation of informative documents for the user.*
- *Technical support for notebooks, computers, operating systems, networks and software.*

August 2018 - November 2019 Junior Support Analyst - Algar Tech

- *Commercial support, customer service, CASC Johnson & Johnson group training for Latin America;*
- *Commercial analysis of sales and stock for the information of the distributors of products Medical Johnson & Johnson;*
- *Request for registration of commercial information for distributors in SAP;*

November 2007- March 2017 Callcenter Support Technician at Telefónica del Sur. Valdivia Chile

- *Internet and digital television support to users;*
- *Wireless network configuration; (IP, Switch, Router, VPN, etc.)*
- *Computer and network configuration;*
- *Operation in remote IT systems;*
- *Support for fiber optic installations;*
- *Analysis of technical requirements development.*

2006 professional practice of implementation and design of software for pulp manufacturing department in Arauco cellulose. Valdivia Chile

- *Programming and software testing;*
- *Programming in C, Y, C ++, HTML and WEB http;*
- *Creation of manual and instructional training to use the software.*

KNOWLEDGE:

Computing and computer networks, Microsoft Word, Microsoft Excel, Microsoft Access, Windows xp, 7, 8 and 10, printers and computers configuration, wlan and ethernet networks and hardware and software equipment maintenance, Office 365 administration.

EXPERIENCES:

Creating users and groups in Active Directory and Administering accounts in Exchange and Office 365

SPECIFIC KNOWLEDGE:

Windows – Advanced, Office – Advanced, User Support – Advanced, ITIL – Advanced, Computer Networks – TCP/IP – Advanced, Active Directory – Intermediate, Anti-Virus – Intermediate, Backup – Intermediate – Cisco CCNA Fundamentals course Networking for IP Networks – Cybersecurity Fundamentals, Cisco Networking Academy - Cisco CCNA Beginners Guide - OPNsense: Open Source UTM Firewall - Mindset & Soft Skills - GNU/Linux First Steps - Fortinet NSE 1 Network Security Associate - Fortinet NSE 2 Network Security Associate, Wazuh, Pandora FMS

OPERATING SYSTEM:

Windows 10 Course for IT professionals, Windows 10 Services Course, Windows 10 Course – tools and applications.

LANGUAGE *Basic English, Native Spanish and advanced Portuguese.*