

# PABLO FILONZI

## EDUCATION AND DEGREES

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- 2003: CISCO CCNA Routing and Switching.
- 2016: Computer Analyst (Associate Degree).
- 2017: MSCA - Windows 10.
- 2018: Information Technology (Bachelor's Degree).

## LANGUAGES

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- Spanish (Native Language).
- English (Professional Competence).
- Swedish (Basic Competence).

## WORK EXPERIENCE

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### December 2008 –Present:

#### **Local Technology Coordinator - Marsh & McLennan Companies Argentina:**

- Troubleshooting of Desktop, Laptops, Mobile Devices, IP Phones, Printers and AV devices as TVs, 5.1 systems, and video conferencing systems.
- Level 1, 2 and Remote Support to Employees of all levels.
- Messaging and Active Directory management.
- Strong customer service orientation with SLA and Tickets system.
- Office Relocations, OS and Software Migrations.
- Corporate bulletins and videos editing for CSR events.

### November 2006 – November 2008:

#### **Operational Lead on Tech Warehouse - Unilever Argentina:**

- Troubleshooting and Maintenance of Desktop, Laptops and Printers.
- Staff in Charge. (up to 5 employees)
- Executive / VIP Support. Meeting rooms and massive events setups.
- Employee and Staff Training.

### Previous Experience:

#### **Tech Support on ST. ELOI and Home Users:**

- Computer repair and hardware assembling.
- Budget and Computer Sales.
- Virus and Malware Removal.
- OS and software installation.

## PERSONAL SKILLS AND OTHER LEARNINGS

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- CISCO CCNA Routing and Switching - 2003.
- Advanced knowledge on Windows platform and MS Office Suite
- Intermediate knowledge of OSX, Linux/GNU, Mobile OS and Adobe Suit
- Developing knowledge of programming: C++, C#, Java, JS.
- Calligraphy and typing (3 years Training course).

## HOBBYIST GAME DEVELOPMENT

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- 1994 - Klik & Play: Mini Games Development.
- 1997 - Build Engine: Duke Nukem 3D levels creation.
- 2004 - GoldSrc / Valve Hammer: Half-Life / C.Strike 1.6 levels creation.
- 2005 - Battlecraft 1942: "BF1982 Malvinas" Mod and levels Creation.
- 2012 - Unity 3D Engine: Simple Games Development.
- 2015 - Unreal Engine: Beginner Knowledge.

## IMAGE AND VIDEO EDITION

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- Corporate Video Edition for CSR/RSE events.
- Corporate CSR/RSE informational announcements.
- Video and Image Edition for Home Users Events.