



HEYLER GALVEZ

IT System Specialist

PROFILE

Great team worker, self-taught and a proactive person who likes to learn new technologies, creative approach to solving problems. Technical support with +4 years of experience in offering multi-channel technical support.

TOP SKILLS

JavaScript	Okta
HTML	SSO
CSS	AWS
Salesforce	Linux

CERTIFICATIONS

Microsoft Office Academic Course – Excel & Word
MOAC – Excel & Word
Skillsoft – IP Addressing
Skillsoft – Network & Remote Access
Skillsoft – Cloud Computing
Skillsoft – Virtualization

CONTACT

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LINKEDIN:
<https://www.linkedin.com/in/heyler-galvez-8659ab236/>

SKILLS

- JavaScript
- Angular.js
- Node.js
- Poised under pressure
- Staff Training / Coaching
- Recruiting and Hiring Talent
- Docker
- Git
- MySQL
- Kubernetes
- AWS
- Linux

WORK EXPERIENCE

Remote Technical Customer Support - HCL (2022)

As a remote technical support providing to customer and business that are experiencing a variety of technical problems. Primarily help customers to install and configure software, repair hardware, and troubleshoot technical issues.

Support Specialist - Genpact (2020 – 2022)

Support as a SME (Subject Matter Expert) to new hires. Online Basic Lean Training for Lean Thinkers
Provide Basic Tech Support

Staff Member - Alorica (2018 – 2019)

Statistics, data management and information systems. Creation of statistical files on Excel.
Trainer / Coach for new hires.

Tech Jr.

Ministerio de Ambiente de Recursos Naturales (2015)

Installation of computer software
Installation of printers and providing support to it.

EDUCATION

Universidad Mariano Gálvez

Still Studying Systems Engineering