GONZÁLEZ TREJO
LAUTARO

IT SERVICE DESK

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📍 Montserrat - CABA

ABOUT ME

For years I have worked with very diverse groups. Collaborating, creating and directing various projects; creating short and long term planning. I am looking to expand my knowledge and passion for technology, recently working on IT focused Customer Service.

APLICATIONS / TOOLS

MS Office Suite

AXP – HPSM

Business and Licensing Tools

(A1S, PLDS, SAP, etc.)

HTML – CSS – JavaScript

Python – ReactJS – Node.js

Adobe Photoshop

LANGUAGES

Spanish: Native

English: Advanced C2

Japanese: Basic N5

WORK EXPERIENCE

Developer Portfolio: bit.ly/lgtrejo

Avaya
February 2023 - Present

IT Service Desk

• First point of contact for technical support and assistance via phone, chat or e-mail on users' requests and issues.

• Perform troubleshooting, diagnostics and investigation to determine each case's details.

• Guide users for self-service, provide resolution and/or properly document the case if needed to route to a higher tier.
• Use Avaya AXP for calls/chats and HPSM for ticketing.

Self-employed
March 2021 - May 2022

PC Assembly and Repair

• Hardware and software configuration, troubleshooting.

• Diagnose of software issues, updates or installation of new software or hardware. Removal of malicious programs.

• Purchase and assembly of PCs via customers' specifications. Installation of all necessary software.

Instituto Británico de Cultura Inglesa
July 2018 - February 2023

Instituto Pringle
April 2022 - February 2023

Self-employed
January 2011 - Present

English Tutor, Teacher

• Support classes, private, group, final exam preparation, conversation. All ages and groups.

• Creation of annual plans, projects and various multidisciplinary group activities.

• Documentation of students' and curriculum information through Word and Excel.

EDUCATION

From July 2022 - December

CS50's Introduction to Computer Science
Online Course - HarvardX CS50x

From August 2022 - December

Full Stack Python
Online Course - Codo a Codo 4.0

From March 2022 - Present

Developer in HTML, CSS, JavaScript, TypeScript, React.
Self-taught

2015 - 2021

English Teacher
College Degree - ISFD N°21 "Dr Ricardo Rojas"