

Mr Arturo Rivera Paniza

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Profile

A Professional IT support officer with more than 3 and a half years' experience working across a range of paid and voluntary positions in small to large organizations. I possessed strong relationship building and communication skills, which used to deliver positive outcomes. I am enthusiastic, dependable and a team player who works well with all stakeholders. I am seeking an ICT position where my experience and knowledge can help further add values and assist the company to operate more effectively within the IT department.

Skills Summary

- High Level Customer Service Experience, meeting and exceed expectations of clients and superiors.
- Excellent time management and organisational skills
- Ability to deal with difficult customers
- Can work under high pressure environment
- Strong IT problem solving
- Ability to work autonomously and/or team player.
- Able to communicate with users from all backgrounds and levels of expertise
- Proficient experience in Microsoft 365, AD Management, Intune, SharePoint and other Microsoft products
- Expert with ticketing systems currently using Fresh Service
- Strong work ethics
- Multilingual language skills: Fluent in English and native in Spanish
- Patient and able to quickly resolve IT issue remotely over the phone or email or face to face.
- Strong knowledge of ITIL
- Technical support for all types of IT hardware: Mobile phone (iOS or Android), Laptop (Microsoft), printers, and others peripheral devices.
- Project Management
- Cyber Security

Employment History

System Administrator

08-2023 – Present

Brotherhood of St. Laurence

Responsibilities:

- Monitor the performance of the database and ensure efficiency is optimised
- Troubleshoot end user issues, diagnose and correct problems escalating to the software provider only when necessary
- Manage the integrity of the database including:
 - Create new users and set up employees
 - Establish and maintain user access and permissions
 - Maintain and configure data fields, functions and workflows
 - Document creation and registration
 - Auditing data integrity and conducting regular data cleaning
 - Perform system updates released by the software provider

- Coordinate user testing of system updates and escalate issues to the software provider
- Conduct progression testing prior to deployment in production
- Deactivate users and off board employees on termination
- Assist and Manage data transfers to and from Procura and Visual Care and troubleshoot data transfer issues as required
- Assess system software release notes, determine and activate business responses
- Manage internal database configuration requests
- Identify and manage system software development needs and scope same
- Advise business units on best practice system software configuration to meet their service needs
- Equip and support subject matter experts to train end users. Assist with onboarding and training of new staff as required
- Identify issues in System Software business processes or employee knowledge and take appropriate action to resolve including making recommendations to managers of remediation actions
- Communicate and inform end users of updates and changes relevant to their role
- Facilitate ongoing development of the system and maximise engagement and abilities of end users with the system by gathering input from users and SME's, coordinating a System Software User Group to discuss updates, understand development needs, shared experiences/knowledge establish a collaborative framework
- Collaborate with other BSL departments to identify and resolve any process and interface issues with O365, Visual Care, and other client management system
- Maintain and update business process, work instructions and training collateral to ensure accuracy and currency with the configuration
- Generate reports for stakeholders

Volunteer Work History

**ICT Service Desk Agent
Brotherhood of St. Laurence**

11-2022 – 07-2023

Responsibilities:

1. Teamwork and Accountability

- Work collaboratively within teams to achieve common goals
- Demonstrate a commitment to the Brotherhood's quality framework and culture by participating in and promoting quality actions through continual improvement activities
- In collaboration with the manager, set goals and objectives to ensure outcomes are met
- Model the Brotherhood values and adhere to the Code of Ethical Behavior in everyday work practices
- Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with Brotherhood policies and procedures.

2. ICT Support

- Provide responsive and effective Level 1 and Level 2 ICT service to Brotherhood staff and volunteers, by phone, email and in person, with escalation of requests as appropriate
- Log all incidents and requests to the Service Desk software, and maintain accurate, well-written records of actions taken
- Provide accurate reports on activities as required
- Assist in the day-to-day operation and performance of the Service Desk

- Participate in providing after hours and on-call support as required
- Investigate and resolve higher-level faults/issues, or escalate these appropriately.

3. Systems and User Base Management

- Manage end user accounts, permissions, and access rights in accordance with best- practices
- Assist with desktop provisioning, service roll-outs and establishment of new sites, as required
- Ensure CMDB is managed and kept current at all times
- Maintain and protect the confidentiality of information entrusted to BSL ICT systems
- Liaise with external partners and service providers when required
- Ensure documentation for all systems and applications is kept up to date at all times and is centrally stored for access by all team members.
- System Administrator for Office 365 suite and Exchange server
- Administrate permission to access shared mailbox, printers, distribution list and others
- User management including creation, modify access and delete access or account
- Working within an ITIL work environment.

4. User Experience Enhancement

- Assist in creating strong relationships with the user base
- Visit Brotherhood sites in order to provide ICT support as required
- Provide technical guidance as requested by user base
- Create a positive customer support experience by providing a single point-of-contact for the customer and an end-to-end resolution of incidents and requests, providing communication throughout resolution
- Assist with and conduct user training as required including user focused documentation.

Employment History

Freelance Web Development Responsibilities: <ul style="list-style-type: none"> • Webpage creation in WordPress, HTML, CSS, JavaScript, and Flask • Build functional and easy-to-use websites • Maintain, configure and troubleshoot web servers • Ensure site security by setting up firewalls and login pages 	03-2022 – Present
Sales Agent Suzuki Panama: Sales Department Responsibilities: <ul style="list-style-type: none"> • Sale of new cars • Sale coach to new sellers • Account manager for commercial fleets 	2012-2022
Technical Support for Latin American and the Caribbean Dell Inc. Responsibilities:	2006-2009

- Provide Technical Support service via phone, chat or email
- Assemble and disassemble various devices such as laptops, desktops, servers, and printers
- Offer aid with operating systems and software

Qualifications

Bachelor of Information Technology (Mobile App Development) Academy of Information Technology	2025
Computer Science Associate Degree, Information Technology University of the People	2024
The Complete Prompt Engineering for AI Bootcamp Udemy	2023
ITIL® 4 Foundation Certificate in IT Service Management PeopleCert / AXELOS	2023
Google IT Support Specialization Google / Coursera	2020
Google IT Support Professional Certificate Google / Coursera	2020
Google IT Automation Professional Certificate Google / Coursera	2021
Google IT Automation with Python Specialization Google / Coursera	2021
Security in Google Cloud Platform Specialization Google / Coursera	2020
Networking in Google Cloud Specialization Google / Coursera	2020
Microsoft Windows Server 2016 Training For Beginners Udemy	2020
Networking and Security Architecture with VMware NSX VMware / Coursera	2020
AWS Fundamentals Specialization AWS / Coursera	2020
IBM Applied AI Professional Certificate IBM / Coursera	2020
Python for Data Science and AI IBM / Coursera	2020
Python for Everybody Specialization	2020

University Of Michigan / Coursera

Cloud Architecture with Google Cloud Specialization

2020

Google / Coursera

Managing Cybersecurity Specialization

2021

University System of Georgia / Coursera

For a complete list of my certifications and qualifications, please visit my website at www.arturoriverapaniza.com

Interests:

- Networking
- Cloud Computing
- Programming Languages
- Web Development

Referees

Chan Heng

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Alice Hodges

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