GERARDO RODRIGUEZ

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RELEVANT WORK EXPERIENCE

Purolator Inc.

IT Support Analyst– Full Time   *July 2021 – Present*
- Access management for different platforms: SAP PR3/PR7, Salesforce, Cority, ServiceNow.
- Ticket follow up for End User Computing ensuring onboarding and offboarding is according to SLAs.
- Okta SSO and O365 users' administration.
- Corporate Mobile Asset administration and end user support.
- Develop, integrate, test, maintain and enhance existing and proprietary platform applications.
- Work QA to resolve bugs and improve the overall solution.
- Involved in multiple projects for software implementations, IT site upgrades and new sites.
- Roll out solutions to the market, including writing good documentation and putting out technical fires.

Home Depot Canada

Customer Service Representative – Part Time   *March 2020 – Present*
- Provide Excellent customer service helping customers with all store inquiries and returns.
- Resolve issues, assess customer needs, coordinate all order-related activities in partnership with the Project Support Center, delivery companies, vendors, and service providers in a timely manner.

Kering Technologies MIS

Service Desk and Service Quality Expert   September *2018 – December 2019*
- Responsible for recurrent meetings with L1, L2, and L3 teams to follow-up on Major Incidents and RCAs to ensure proper follow-up.
- Procured equipment for new store openings in LATAM ensuring that equipment was configured and delivered on time according to project management timelines.
- Ensured service desk quality was improved every month.
- Responsible for the review of Knowledge Objects and approval.

Ericsson GNOC

Incident and Problem Manager   *October 2013 – August 2018*
- Managed 24x7 Critical Incidents, ensuring minimal disruption to the service, and fast service restoration with an average of 95% of mean time of restoration.
- Responsible to lead technical bridge calls during emergencies (up to 15 engineers)
- Coordinated cross-functional teams for outage resolution and responsible for Incident Report delivery.
- Accountable for weekly Incident and Problem Management meetings with upper management.
- Strategized Problem Management activities: provided input and managed the RCA process on Critical and Major Incidents.
- Provided Analysis of low severity incidents trend and to reduce monthly incident volumes by 30%.

CompuCom

L2 Desktop Support Hardware Specialist, FOC   *April 2009 – September 2013*
- Responsible for the triage of incidents, phone fix resolutions, and equipment replacement from different vendors such as Dell, Lexmark, HP, IBM.
- Ensured that service requests, incidents, and escalations were properly followed and documented in the ticketing system.
- Managed project status reporting and communicated in weekly meetings with an account manager.
- Documented articles that provide additional technical guidance, which helped to develop and improve the service.

TECHNICAL SKILLS

Programming Languages	C, C++, C#, Java, JavaScript, Typescript, SQL.
Microsoft Technologies	Microsoft Office, Visual Studio, Teams, GitHub.
Web / Frameworks	HTML, CSS, XML, Node, React, Angular, Ionic, Xamarin
Operating Systems	Windows, Linux, MacOS, Android, IOS
Service Desk / IT Tools	ServiceNow, Clarify, Remedy, Jira, FootPrints, Nagios, Nortel Ericsson, Pulse
Certifications	CompTIA A+, Ericsson JS5 Incident Management, Apollo Reality Charting RCA, MSTOP (ITIL - eTOM)

EDUCATION

Seneca College of Applied Arts and Technology   **Graduation Date: April 2021**
Computer Programming Diploma – Graduated with honors
Universidad de Guadalajara   **Graduation Date: August 2008**
Industrial Engineering Specialty (Problem solving and Quality assurance)