

Jose Alejandro Lovera Arcila

IT Service Desk Specialist (L1/L2) · Technical & Customer Support · Help Desk · Remote

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Languages: Spanish (native) · English (B1) · Fully remote · Available immediately

PROFESSIONAL SUMMARY

IT Service Desk and Customer Support professional with 8+ years of experience providing L1/L2 technical support and customer service across remote and on-site environments. Skilled in Windows troubleshooting, hardware and peripheral setup (printers, scanners, POS), account and user management, ticket handling, escalation, and incident resolution over chat, email, and WhatsApp. Currently training as a Junior SOC Analyst (cybersecurity fundamentals, monitoring, log analysis, networking). Fully remote-ready with reliable fiber internet and power backup, immediate availability, and a results-oriented, service-first mindset. Bilingual: native Spanish and B1 English used daily with support tools and documentation.

CORE SKILLS

IT Service Desk (L1/L2): incident diagnosis and resolution, ticket handling, escalation, SLA awareness, remote support, knowledge-base documentation.

Systems & Hardware: Windows (install, config, troubleshooting), Microsoft 365, printer/scanner/peripheral setup, POS systems, basic networking (TCP/IP, Wi-Fi, VPN), Linux basics, user/account management (password resets, permissions, Active Directory basics).

Customer Support: live chat, email and WhatsApp support, account management, customer satisfaction (CSAT), de-escalation, clear communication.

Cybersecurity (in training): SOC fundamentals, monitoring, log analysis, networking, security best practices.

Tools: Google Workspace, Microsoft Office, Excel/Sheets, ClickUp, Notion, Zoom, Google Meet, remote-desktop/support tools.

Generative AI: hands-on use of ChatGPT, Claude, and Gemini to draft and translate documentation, speed up troubleshooting and research, write knowledge-base articles, and improve written customer communication.

Design & Content: Photoshop, Illustrator, Canva, CapCut, content creation, community management, e-commerce assets (Amazon Listings, A+, Shopify).

PROFESSIONAL EXPERIENCE

Graphic Content Creator & Designer — Aura Digital

Feb 2025 – Present · Remote

- Create graphic content and digital assets with Photoshop, Illustrator, Canva, and CapCut for brands and e-commerce products.
- Build Amazon Listings and A+ content and design product packaging for online stores.
- Produce visual content and manage brand presence for pharmacies and health-sector brands.
- Design social-media graphics and marketing assets following each brand's guidelines.
- Support community management and advertising campaigns; respond to comments and messages.
- Coordinate deliverables and deadlines with the team in ClickUp.

Remote EUC Technical Support Specialist (L1/L2) — Heptágono Agencia Interactiva

Feb 2022 – Jan 2025 · Remote

- Provided remote End User Computing (EUC) support (L1/L2) to internal users and external clients across chat, email, and remote sessions.
- Set up, installed, and configured computers, Windows operating systems, and software for clients and staff.
- Diagnosed and resolved hardware, software, account, and connectivity issues using remote-support tools and clear step-by-step guidance.
- Configured email accounts, printers, and network connections; created user accounts and managed access permissions and password resets.
- Installed and updated applications, drivers, and security patches to keep systems running.
- Escalated complex cases and documented common fixes in a knowledge base to speed up future resolutions.

Administrative Virtual Assistant — Importech

Feb 2020 – Jan 2022 · Remote

- Provided remote administrative support: data entry, document control, and records management in Microsoft Excel and Google Sheets.
- Organized schedules, reports, and digital files; coordinated tasks and follow-ups.
- Prepared periodic reports and kept digital filing systems accurate and up to date.
- Communicated with clients and suppliers by email and chat to resolve requests.
- Maintained databases and supported daily operations with accuracy and confidentiality.

IT Support Analyst & Help Desk (L1/L2) — Tiendas Maiso

Feb 2016 – Jan 2020 · On-site

- Delivered L1/L2 technical support to internal users: Windows, applications, hardware, printers, and peripherals; password resets and user setup.
- Installed, configured, and maintained point-of-sale (POS) systems and operational platforms; coordinated repairs and replacements.
- Set up and maintained workstations, peripherals, and basic network/cabling connections.
- Provided in-person and phone support and trained staff on systems and procedures.
- Handled basic networking and database tasks and proposed technology improvements to optimize operational processes.

EDUCATION

University Higher Technician (TSU) in Computing (Associate's Degree equivalent)

Instituto Universitario de Nuevas Profesiones — Venezuela · Nov 2012 – Nov 2015

CERTIFICATIONS & COURSES

- Cisco Networking Academy — Networking Devices and Initial Configuration (2025)
- Cisco Networking Academy — Networking Basics (2024)
- Cisco Networking Academy — Introduction to Cybersecurity (2024)
- Cybersecurity Awareness (CAPC)
- Edutin Academy — Graphic Design (2025), Adobe Illustrator (2025), Adobe Photoshop (2025)
- In training: Junior SOC Analyst

KEY STRENGTHS

- Customer-focused communication and patience with non-technical users.
- Structured problem-solving and methodical troubleshooting with a root-cause mindset.

- Strong documentation habits: knowledge base articles and step-by-step guides.
- Adaptable across remote and on-site environments and multiple tools and platforms.
- Time management, ownership, and follow-through on tickets and deadlines.
- Reliability and discretion when handling user accounts and sensitive data.

ADDITIONAL INFORMATION

Availability: immediate, full-time, fully remote (worldwide time zones). · **Contractor hiring:** open to international payment (Deel / Payoneer / Wise). · **Home office:** 500 Mbps symmetric fiber + power backup + dual PC/laptop setup.