

HASSAN BERRIO

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IT SUPPORT TECHNICIAN

Highly qualified IT infrastructure and networking specialist with over 25 years of experience, including 17 years supporting IBM Colombia enterprise clients. Expert in deploying multi-vendor servers, virtualization from the ground up, containerization, and advanced networking. Proven ability to design resilient infrastructures using both Windows Server and specialized open-source ecosystems. Strong expertise in troubleshooting hardware, software and networking issues, reducing resolution time and optimizing asset tracking. I am seeking employment in the Greater Toronto Area (GTA).

STRENGTHS AND EXPERTISE

Computer network technician	Network support technician	Surveillance cam-alarms
Internet Web site technician	Computer & server install & repair	Hardware installation technician
Local area network (LAN) technician	Backups & disaster recovery operations	User support technician
Windows & Linux Support	Server Virtualization	Windows & Linux Install configuration

PROFESSIONAL EXPERIENCE

Millenium Support.

IT support technician

January 2014 - Present

I served as first-level technical support on site and remotely. My duties were diagnosing, repairing computers, printers, installing free software solutions such as open media vault, moodle, odoo crm, frigate, zoneminder, pihole, motioneye, Home Assistant and many more. Configuration of manageable firewalls, routers and switches.

Accomplishments:

- Excellent telephone skills and good ability to use Remote Access
- Good analytical and troubleshooting abilities
- Strong knowledge of viruses, application glitches, and hardware issues
- Patient and able to walk customers through troubleshooting and repair process
- Keeps abreast of changes in technology
- Good organizational abilities
- Good understanding of installations and updates
- Installed and maintained company's computer systems and network.
- Completed troubleshooting and repair when computers had problems.

G.I.A.

IT Support Specialist

September 2010 - December 2013

As an all-around support professional, I completed inventory, organization, and data network activities for clients as given, always demonstrating the highest level of qualification. installation, configuration and administration of web pages, digital marketing on social networks. creation of logos, slogans, and marketing strategies.

Accomplishments:

- Responded to help desk tickets and resolved issues promptly
- Assisted with the deployment and configuration of new hardware and software
- Conducted user training sessions on various software applications
- Documented troubleshooting procedures and maintained knowledge base articles
- Participated in IT projects such as system upgrades and migrations

ISCC Dealer IBM Colombia
Coustumer Service

Junary 1993 - September 2010

I worked in all areas of support at IBM Colombia, including installation, maintenance, and repair of mainframes, servers, routers, firewalls, ATMs, point-of-sale systems, and printers.

Accomplishments:

- Provided technical support to end-users, troubleshooting hardware and software issues efficiently.
- Installed, configured, and maintained desktops, laptops, printers, and other IT equipment.
- Managed user accounts and permissions in Active Directory and other authentication systems.
- Collaborated with cross-functional teams to implement IT projects and initiatives.
- Documented technical procedures and solutions for knowledge sharing and future reference.
- Provided frontline technical support to internal users, addressing inquiries and resolving technical issues promptly.
- Installed, configured, and upgraded software applications and operating systems.
- Managed user accounts and permissions in Active Directory and other authentication systems.
- Conducted regular system maintenance tasks, such as backups, updates, and patches.
- Assisted in the planning and implementation of IT projects, including network expansions and software rollouts.
- Maintained accurate records of IT assets and inventory, tracking hardware and software licenses.

EDUCATION

UdeA

Bachelor Degree

I.B.M. Education Center

Certification Networt support

Server install & Mantenance

ATM Technician support

POS (Point of Sale) Technician specialist

Mainframes support technician
