

# Kevin Duarte Arce

## IT Support Specialist & Software Developer

### ABOUT ME

IT Support Specialist with over a year of experience in multinational corporate environments (Equifax), focusing on Tier 2 technical resolution and IT Asset Management (ITAM). Currently pursuing a Technical Degree in Software Development at Universidad Cenfotec. Proven ability to lead automation projects and process improvements using web-based tools. Seeking to leverage technical expertise and engineering background to contribute to innovative software solutions and operational excellence.

### WORK EXPERIENCE

#### End User Support Technician - Intermediate

Equifax, December 2023 - Present

- **Web Project Leadership:** Leading the design and development of an internal knowledge base platform using LumApps for the Help Desk team, optimizing end-user self-service efficiency
- **IT Asset Management (ITAM):** Warranties, inventory control, and hardware procurement processes with strategic vendors such as HP, Dell, and Xerox.
- **Tier 2 Technical Support:** Providing advanced support for collaboration technologies (Audio/Visual Kits) and delivering high-touch onsite assistance at the Techbar.
- **Vendor & Partner Management:** Serving as the primary technical point of contact for external partners, ensuring adherence to Service Level Agreements (SLAs).

#### IT Support Intern

CTP Carrizal, July - July 2022

- **Hardware Maintenance:** Performed physical diagnostics, cleaning, and repairs on desktop equipment to ensure 100% uptime for the computer lab.
- **Software Deployment:** Executed mass installation and configuration of Windows 10 OS, including driver management and essential software suites.
- **Infrastructure Management:** Reorganized technical inventory and managed the proper disposal of e-waste (peripherals, monitors, and printing units).

### LANGUAGES

**English:** Professional

**Spanish:** Native

### CERTIFICATIONS

Python Essentials 1 – Cisco

Networking Academy

Scrum Foundation Professional

Certificate (SFPC) – CertiProf

Introduction to Cloud Computing -  
Coursera

Networking Support and Security – Cisco  
Networking Academy

### EDUCATION

- Certificate of Technical Studies in Software Development  
Universidad Cenfotec: In Progress
- Bachelor of Science in Software Engineering  
Universidad Fidélitas: Completed coursework through 2024
- Intermediate Technician in Programming and Web Development
- Bachelor's degree in secondary education  
Colegio Técnico Profesional De Carrizal:  
2018 - 2023

### SKILLS

#### Technical:

- JavaScript
- HTML5
- CSS
- Python
- LumApps
- Tier 2 Support, ITAM
- Windows 10/11
- Mac Sonoma

#### Soft Skills:

- Customer Experience(CX)
- Analytical Problem Solving
- Technical Communication
- Adaptability.