

Esteban Chaves Montes

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SUMMARY

I am an experienced IT professional specializing in technical support and infrastructure management. I excel at diagnosing and resolving complex IT issues to ensure operational continuity and high end-user satisfaction. My expertise includes managing networks, configuring servers, and maintaining system stability using a variety of tools and technologies. I am committed to delivering efficient solutions that enhance performance and reliability in IT environments.

EXPERIENCE

Help Desk Team Lead

Market Source SRL • Jan, 2019 - Apr, 2025

- Lead helpdesk team to improve ticket resolution and customer satisfaction using Jira dashboards.
- Monitored team performance with KPIs & SLA's to enhance support efficiency and response times.
- Managed network infrastructure including Dell, Aruba, and Fortinet equipment.
- Provided end-user support across Windows, Linux, and iOS operating systems ensuring system stability.
- Collaborating closely with the systems administration team on projects to improve and ensure the continuity of services and infrastructure.

CCTV Technician

Scartaris Seguridad S.A. • Jan, 2007 - Dec, 2007

- Installed and maintained analog and IP-based CCTV systems to ensure reliable surveillance coverage.
- Configured network settings and commissioned DVR/XVR/NVR/VMS equipment for optimal performance.
- Conducted field evaluations and risk analysis to support secure and effective installations.
- Trained personnel on operation of surveillance equipment to maximize system utilization.

Electronic & CCTV Technician

Casinos Europa. • Jan, 2002 - May, 2007

- Maintained and repaired casino machine and analog CCTV equipment to ensure operational readiness.
- Upgraded video capture systems using GeoVision cards to enhance recording capabilities.
- Managed Pelco matrix and VHS recording systems to support surveillance needs.
- Performed routine maintenance to sustain equipment reliability and performance.

EDUCATION

High School Diploma
Liceo Napoleon Quesada

Linux Server Administrator
GreenCore

Currently enrolled in UDEMY and Cisco Network Academy courses
Kubernetes , Ansible for DevOps , Power BI, C++ Essentials 1 , Linux & DevOps bundle.

Diploma in Electronics
INTEC

English For IT
Cisco Network Academy

CCNA
Fundacion Omar Dengo

Python Essential 1
Cisco Network Academy

Currently enrolled in SCRUM Framework
Certified Scrum Master

SKILLS

- Network configuration and management | Windows , IOS and Linux administration | Firewall and security device management
- IT infrastructure monitoring | Jira and Atlassian tools | VMware | VPN app | Task Engines | Remote support for end users
- Microsoft 365 Admin Center & Tools | Active Directory | Scrum & Agile |
- Leadership | Adaptability | Customer Service | Assertive communication | Teamwork | Critical Thinking | Problem-solving

LANGUAGES

- English: B2
- Spanish : Native

REFERENCES

Teodoro Cook Lobo Ing en Sistemas
8718-2192
James McRae Baldi Ing en Sistemas
8812-7987