

Daniel Cortez

Gold Coast, Qld 4217 | 0431616468 | Networking@DanielCortez.net | [Daniel Cortez - Gold Coast | Professional Profile | LinkedIn](#) | www.DanielCortez.net | Post - Graduate Visa 485 | Australian Driver's License Class CA

Career Objective

My interest in communications began due to many achievements in television productions, and now I have transitioned my career into telecommunications. I am a graduate with an Advanced Diploma in Telecommunications Engineering.

IT Support, Network Engineering / Telecommunications Network Planner with experience in complex network infrastructures, knowledge in technical analysis, and problem-solving.

I consider myself an excellent team player and thrive in a fast-paced work environment, I believe my experience and skills will greatly benefit any company. I am excited to start a thriving and exciting career in Australia, regardless of location and company requirements.

Education and Professional Development

IT SUPPORT TECHNICIAN – SERVICE DESK | JUNE 2023 – PRESENT | METWIDE COMMUNICATIONS PTY LTD

My role is crucial in ensuring our clients and customers receive top-notch service, thereby preserving our company's reputation and success. I serve as one of the initial points of contact for customers seeking technical assistance, whether it's over the phone or via email. I troubleshoot issues using diagnostic techniques, guiding customers through the problem-solving process.

Under the guidance of experienced supervisors and team leaders, I support the delivery of our installation, repairs, and maintenance services. This journey allows me to become a skilled IT/Network Support Technician, gaining expertise in various disciplines such as Electronics and Communications, ICT, Data Communications, and Security.

Through my work, I'm developing a broad understanding of the communications industry, encompassing aspects like workplace safety, customer service, and practical skills. Each year, specific objectives and deliverables are set during my performance review, ensuring I continue to grow and excel in my role.

Daily Tasks * [More Info Here](#)

- Schedule and reschedule activities.
- Log service activities.
- Guide customers through problem-solving.
- Monitor SLA performance.
- Ensure timely closure and invoicing.
- Maintain Service Requests flow.
- Report recurring issues.
- Provide sales and service advice.
- Offer accurate IT information.
- Relay customer feedback.
- Suggest procedure improvements.
- Stay updated on system changes.
- Handle ad-hoc support duties.
- Adapt to varying duties.
- Ensure confidentiality and security.

- Update customer status.
- Monitor team and individual adherence.
- Act as primary customer contact.
- Close service activities accurately.
- Expedite invoicing for onsite service.
- Manage service activities.
- Perform equipment repairs.
- Follow safety protocols.
- Complete documentation.
- Use equipment responsibly.
- Collaborate effectively.
- Be aware of safety measures.
- Participate in training.

CERTIFICATE IV IN INFORMATION TECHNOLOGY NETWORKING | JULY 2020 – MARCH 2021 | AUSTRALIAN COLLEGE OF INFORMATION TECHNOLOGY (ACIT)

- **July 2020:** CCNA Certification training course
- **January 2021:** Juniper networks JNCIA-JUNOS Training course

DIPLOMA OF INFORMATION TECHNOLOGY NETWORKING | MARCH 2021 – SEPTEMBER 2021 | AUSTRALIAN COLLEGE OF INFORMATION TECHNOLOGY (ACIT)

- **March 2021:** Juniper networks JNCIS – SECURITY Certification course
- **May 2021:** Juniper network MPLS & VPN’S Training courses

ADVANCED DIPLOMA OF TELECOMMUNICATIONS NETWORK ENGINEERING | SEPTEMBER 2021 - MAY 2022| AUSTRALIAN COLLEGE OF INFORMATION TECHNOLOGY (ACIT)

- **September 2021:** Unified communications / Voice Over Internet Protocol (VoIP) training course
- **November 2021:** Data Center Design
- **April 2021:** Computer repair and maintenance

GENERAL ENGLISH FULL-TIME COURSE – UPPER INTERMEDIATE | PACIFIC ENGLISH STUDY |GOLD COAST, AUSTRALIA | 2019

DIGITAL AUDIO-VISUAL COMMUNICATION ADVANCED DIPLOMA | SANTO TOMAS UNIVERSITY SANTIAGO CHILE | 2008-2010

TASKS, ACHIEVEMENTS AND EXPERIENCE

- Desktop Rollout, installing full systems, unpacking new PC and remove old PC and Install the new devices on site. **Bond University, Enbridge IT Services**
- Implement a security perimeter for ICT networks
- Implement secure encryption technologies
- Install and maintain valid authentication processes
- Design and configure an IP-MPLS network with virtual private network tunneling
- Produce an ICT network architecture design
- Design and manage internet protocol TV in a service provider network
- Develop a project management plan
- Design and build integrated VoIP networks

SOFTWARE MANAGEMENT

<ul style="list-style-type: none">• Windows Servers• Microsoft Azure• Desktop Support• VMware / Hyper-V• IOT Communications• Mdm Platforms• Microsoft Intune• Ticketing System Service• Microsoft 365	<ul style="list-style-type: none">• Cisco Packet Tracer• Internet Protocols• VoIP – PBX – Asterix• Routing and switching• Avid Media• Juniper Systems• Firewalls• VLANs• Active Directory
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KEY SKILLS

Hard Skills	Soft Skills
<ul style="list-style-type: none">• Windows Client Device Management• Security, Firewalls, VPN's• VoIP, IP Telephony• Data Centre Design & Planning• Cisco/Juniper Switching & Routing• IT Helpdesk Support• Troubleshooting and research• Software proficiency• MPLS• Writing and editing• Data Analytics• Customer and technical support	<ul style="list-style-type: none">• Excellent Time Management• Self/Motivated• Problem/solving abilities• Communications Skills• Organizational know-how• Work/ethic• Leadership by example• Research skills• Writing and editing• Multitasking• Team-Work

ADDITIONAL EMPLOYMENT HISTORY

- **Fox Sports Chile TV Channel | Chile| 2017-2019**
Multimedia Avid Editor
- **Television National Chile (TVN) TV Channel | Chile| 2015-2017**
Multimedia Avid Editor
- **Television Channel Chilevision (CHV) TV Channel | Chile| 2011-2015**
Multimedia Avid Editor

REFERENCES

- **Danny McGuire**
Director, Australian College of Information Technology  Danny@acit.edu.au
- **Alfredo Castillo**
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