



Jason Michel López



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(829) 637-7325

PROFESSIONAL SUMMARY

Infrastructure Engineer with three years of experience in server and network management. Specialized in managed support for businesses. Certified in Network+, A+, and VCTA, with effective communication skills, adaptability, and professional ethics. Looking for new opportunities.

PROFESSIONAL EXPERIENCE

Level 1 and Level 2 Support Technician

Nadserv - May 2025 - Present

- Provided Level 1 support to users in equipment configuration and maintenance.
- I managed firewalls and virtual servers, ensuring their stability and security.
- I resolved incidents in IT infrastructure.
- I resolved incidents on all types of equipment.

Level 2 Support Technician

Infranube - August 2023 - April 2025

- I provided managed support to multiple companies, resolving issues and optimizing their infrastructure.
- Implementation of internal backup and replication project.
- Coordinated with internal and external teams to ensure smooth and secure operations.

EDUCATION

University Studies - UAPA

Currently studying Software Engineering.

CompTIA A+ Comptia - 2023

International Technical Support Certification.

VMware VCTA - 2023

Certification on Server Management and Virtualization.

High school - Martina Mercedes Zouain

Polytechnic

Sales and marketing technician.

CompTIA Network+ - 2024

International Network Certification.

SKILLS

- **Change Management: Planning, execution and verification of changes**
- **Effective communication and adaptability**
- **Troubleshooting**

LANGUAGES

- **English: Medium**
- **Spanish: Native**