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| PERSONAL INFORMATION | Gabriel Ulises Rolón Dávila |
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|  | Juan Ramon Jimenez 17 3H, 03560 El Campello (Spain) |
| +34 672244623 +34965942198 |
| ulisesrdg@gmail.com |
| [www.linkedin.com/in/ulisesrdg/](http://www.linkedin.com/in/ulisesrdg/#_blank) [www.rolon.es](http://www.rolon.es/#_blank) |
| Skype ulisesrdg |

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| JOB APPLIED FOR | IT User Support Analyst |

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| WORK EXPERIENCE |  |

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| Oct 2018–May 2019 | IT User Support Analyst |
| Hogan Lovells (Tek Systems), Alicante (Spain) |
| Provide technical and troubleshooting support to users in need of assistance with their computer hardware or software, onsite and remotely.  Microsoft office support, word, excel, powerpoint.  System Administration, server services, shared folders, AD, SCCM.  Setup, installation and decomision of equipment (computer and mobiles devices)  Cisco console, administration of Cisco phones, users and voicemail. |

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| 5 Mar 2018–30 Sep 2018 | Service Desk IT Technician 2nd line at EUIPO |
| SERMICRO, Alicante (Spain) |
| Provide technical and troubleshooting support to users in need of assistance with their computer hardware or software, creating, following, and solving tickets with the Remedy BMC program for incident management, providing onsite support inside the EUIPO building.  iPhone and iPad setup, remote assistance, setup of new devices PC/laptops, hardware troubleshoting, and replace of hardware, network, and VoIP support.  Service provided onsite in EUIPO building in Alicante. |

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| 2 Sep 2013–2 Mar 2018 | Service Desk IT Technician de 1st line at EUIPO |
| SERMICRO, Alicante (Spain) |
| Provide technical and troubleshooting support to users in need of assistance with their computer hardware or software, creating, following, and solving tickets with the Remedy BMC program for incident management. Provide technical support to eBussines clients of EUIPO website. Service provided onsite in EUIPO building in Alicante. |

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| Sep 2008–Jul 2011 | 24x7 Técnico IT Service Desk |
| SERMICRO, Barcelona (Spain) |
| Provide technical and troubleshooting support to users in need of assistance with their computer hardware or software, creating, following, and solving tickets with the ASUR program for incident management Support to Gas Natural/Fenosa, Vueling, Catalana Occidente, TIC Presidencia de la Generalitat de Calatuña.  SERMICRO/IECI |

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| Jan 2008–Aug 2008 | Administrative associate professional |
| Desguaces Cesar S.L., Barcelona (Spain) |
| Administrative job, customer service, handling out of order vehicles, in the DGT system as an authorized manager agent. Control and planning the pickup of the vehicles, the inventory of the remaining pieces, and fluids (oil, gas, diesel) for recycle and disposal. |

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| Nov 2002–Apr 2007 | IT Director, and Instrumentation implementation |
| Grupo Industrial FERMO, Mexico City (Mexico) |
| Office duties: Intranet server administration, Webserver and Email server administration, development and maintenance of the corporate webpage, schedule the maintenance of the desktop and server computers, strategy development for update and renew of old computers, provide technical and troubleshooting support to users.  Plant duties: Supervision and administration of the installation, and test of the instruments and cable data connections in the pipe lines to the PLC (Programmable Logic Controller), administration and maintenance of the powder plant control system, designed by BALLESTRA (Italia).​ |

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| EDUCATION AND TRAINING |  |

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| Apr 2019 | Windows Server 2016: Active Directory Federation |  |
| Linkedin Learning | |

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| Apr 2019 | Windows Server 2016: Active Directory |  |
| Linkedin Learning | |

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| Apr 2019 | Java Avanzado: Buenas Prácticas |  |
| Linkedin Learning | |

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| Dec 2018–Dec 2018 | Computer and Hacking Forensics | C-8f5e26094-8a34401 |
| Cybrary | |

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| Nov 2018–Nov 2018 | Developing a Security Strategy | SC-8f5e26094-d2f140 |
| Cybrary | |

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| Nov 2018–Nov 2018 | Incident Management | SC-8fe26094-fdbd3f |
| Cybrary | |

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| Nov 2018–Nov 2018 | Privileged Password Security | SC-8f5e26094-dea149 |
| Cybrary | |

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| Nov 2018–Nov 2018 | End User: Network Security | SC-8f5e26094-420d47 |
| Cybrary | |

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| 23 Jul 2018–13 Aug 2018 | Front-End Web UI Frameworks and Tools: Bootstrap 4 |  |
| Universidad Científica y Tecnológica de Hong Kong, Alicante (Spain) | |
| Front-End Web UI Frameworks and Tools: Bootstrap 4 by Universidad Científica y Tecnológica de Hong Kong on Coursera. Certificate earned at Monday, August 13, 2018 12:16 AM GMT | |

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| 9 May 2018–25 Jun 2018 | Seguridad Informática en la empresa |  |
| INSEM Plan de Formación Continua de Ocupados, Alicante (Spain) | |
| Curso Online Gestión de la Seguridad Informática en la empresa, teleformación 100 horas | |

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| Apr 2013–May 2013 | Community Manager |  |
| SmartMind Academy, Alicante (Spain) | |

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| Mar 2013–May 2013 | Writing for the Web |  |
| Open Universities Australia (Open2Study) | |

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| Feb 2013–Feb 2013 | Sistema operativo Ubuntu GNU/Linux |  |
| eFormación CARM (from@carm), Alicante (Spain) | |

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| Feb 2013–Apr 2013 | Android: Programación de Aplicaciones |  |
| Universitat Politècnica de València (MiriadaX), Alicante (Spain) | |

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| Dec 2012–Dec 2012 | Adaptación de microempresas y autónomos a las redes sociales |  |
| GVA (Online), Alicante (Spain) | |

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| Oct 2012–Oct 2012 | Seguridad en Redes Inalámbricas |  |
| GVA (Online), Alicante (Spain) | |

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| Jan 2012–Apr 2012 | Curso de Retoque Digital con Photoshop |  |
| Informática y Gestión, Alicante (Spain) | |

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| Sep 1990–Jul 1993 | Técnico en Computación |  |
| UNAM, México (Mexico) | |

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| PERSONAL SKILLS |  |

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| Mother tongue(s) | Spanish | | | | |
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| Foreign language(s) | UNDERSTANDING | | SPEAKING | | WRITING |
| Listening | Reading | Spoken interaction | Spoken production |  |
| English | C2 | C2 | C2 | C2 | C2 |
| Catalan/Valencian | A1 | A1 | A1 | A1 | A1 |
| French | A2 | A2 | A1 | A1 | A2 |
|  | Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user  [Common European Framework of Reference for Languages](http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr) | | | | |

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| Communication skills | Teamwork capabilities, sociable and adaptable to different sceneries, problem solving.​​ |

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| Organisational / managerial skills | Leadership attributes, project management, team coordination.​​ |

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| Job-related skills | Helpdesk, operating systems, windows, setup and configuration of windows and linux servers, office suite, cloud computing, web developing, android​​ |

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| Digital skills | SELF-ASSESSMENT | | | | |
| Information processing | Communication | Content creation | Safety | Problem-solving |
|  | Proficient user | Proficient user | Proficient user | Proficient user | Proficient user |
|  | [Digital skills - Self-assessment grid](http://europass.cedefop.europa.eu/en/resources/digital-competences) | | | | |

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| Driving licence | B |