

## Jean Nicol Roger

**Address Spain:** Tiller 2, Son Veri Nou, Balearic Islands, Spain, 07609

**Phone Spain:** +34 656 59 8587

**Email:** [rogerjeannicol@gmail.com](mailto:rogerjeannicol@gmail.com)



### WORK EXPERIENCE

#### Globalia.

**Oct 2022 – Jan 2024**

Administration/IT technician

Task was configuring a batch of 800 laptops.

- Installing software in batches  
(Using the operating system image, install the required software on all laptops)
- Functional testing  
(After installing the software perform tests to make sure everything is working correctly on each laptop)
- Database Update  
(Updated the database to reflect the changes made on each device)
- Hand over the laptops to the users.  
(Explain basic functions and care)

#### Xenox Music & Media.

**Feb 2022 – Sep 2023**

Administration/IT technician

- User support  
(such as managing access rights or accounts)
- Data entry.
- Customer service through remote software.
- Maintenance and tune-up tasks.
- Database maintenance.
- Configuration of new devices  
(software installation, file update, testing).
- Maintenance and stock control tasks.

#### Epsilon Accounting Solutions.

**Sep 2017 – Feb 2021**

Administration/IT support

- Provide technical assistance with all hardware and software incidents  
(Troubleshoot operational issues rapidly and analyse and resolve underlying issues to restore production systems and maintain continuity of business).
- User support tasks, such as managing access rights or accounts.
- Implementation of accounting software (Including Xero, Sage50, RAP).
- Customer/Staff support through remote software (*TeamViewer*).
- Maintenance and setup tasks  
(Network set up of all terminals and printers, Update software, connect IP phones, configure new terminals and

*access points, update terminals hardware).*

- Cloud migration  
*(Migration for various clients of the firm, including mapping, data migration, building tailored reports, among others).*
- Office 365 administrator  
*(Manage the accounts for the firm, create groups across MS applications such as planner, teams, synchronize calendars for all users, manage permissions).*
- Administrative daily tasks  
*(Clients and suppliers' management, including billing, ordering and payments. Staff management, including health and safety, HR, scheduling shifts/holidays).*
- Data entry  
*(Download/receive invoices/statements, prepare information to upload to the system, submission and approval, create clients and supplier's data base)*
- Bookkeeping  
*(In charge of the monthly bookkeeping of various clients of the company).*
- Company Policies and procedures  
*(Develop employee handbook and update regularly company policies and procedures to maximise compliance and efficiency)*
- Ensure availability and continuity of all systems, including network, LAN/WAN, firewall, email, file-sharing, communication, video, security.

#### **Business in the Community Ireland.**

**Feb 2016 – Aug 2016**

*Information Technology Instructor.*

- Develop essential IT skills and knowledge of new participants, organise and plan end-user training sessions *(I was in charge of the personal training of the attendees, one to one session on site)*
- Microsoft Office Training *(personalized training classes, Basics/Medium/Advanced level).*
- Prepare support and training documentation *(user-manuals and guides, send email to participants with relevant information about the subject).*
- Coordinate logistics of the training sessions *(Set room, equipment, access to premises, booking, refreshments, among others.).*
- Coordinate the setting up of the training environment and conditions *(access, connections, among others).*

#### **Eurocred SA.**

**Oct 2014 – Dec 2015**

*Office Manager*

- Support employees in resolving problems with IT.  
*(I was in charge of the IT/Software related support on site and through remote software to other offices staff).*
- Data entry  
*(In charge of the invoicing and uploading all the information to the system)*
- Analysing business software and implementing solutions.
- Cash Management.
- Administrative daily tasks  
*(Clients and suppliers' management, including billing, ordering and payments. Staff management, among others)*
- Currency exchange.
- Customer service.
- In charge of daily banking management.

## COL ELECTRICIDAD.

Jan 2009 – Nov 2013

*Hardware and Network maintenance / Customer service.*

- Check and repair computer hardware of clients.
- Install, configure software.
- Office and home network setup  
*(I was in charge of the design and network wired for commercial offices and particular also connect switch and routers).*
- Administrative tasks  
*(Billing, customer service, payments, suppliers, among others).*

## EDUCATION & QUALIFICATIONS

<b>2016</b>	<b>Advanced Microsoft Office course.</b> BT Ireland.
<b>2012</b>	<b>Installation and maintenance of computer networks.</b> U.T.N National Technological University in Argentina.
<b>2009 – 2011</b>	<b>Senior Technician in Occupational Risk Prevention.</b> U.T.N National Technological University in Argentina.
<b>2002 – 2007</b>	<b>Compulsory Secondary Education.</b> CEM 30 professional training - Argentina. Information technology.