

Contact

airnesto@gmail.com

www.linkedin.com/in/gamio
(LinkedIn)

Top Skills

IT Management

ITIL

Active Directory

Languages

Swedish (Native or Bilingual)

Spanish (Native or Bilingual)

English (Full Professional)

Certifications

FA Licensed Intermediary

ITIL 2011 Edition Foundation: ITIL
and the Service Lifecycle

Ernesto Gamio

Sales Engineer & Licensed FA Football Intermediary IMS003851
London, United Kingdom

Experience

Adfenix

Sales Engineer

January 2018 - Present

London, UK

IQON Sports Management

Business Owner & Licensed Intermediary

2018 - Present

London, UK

Gamio is a creative web design agency in Gothenburg that creates modern websites for companies. Offering business development with digital innovation and modern technologies that provide measurable results.

Adfenix

Support Hero

August 2017 - December 2017 (5 months)

Gothenburg, Sweden

Hewlett Packard Enterprise

Nordic Dispatch Agent

November 2011 - August 2017 (5 years 10 months)

Gothenburg, Sweden

- Coordinate resources in a proper manner to the Customer and monitor the service event through completion for compliance.
- Keep Customers informed on case development status and provide information to solve the customer's problem to achieve customer satisfaction.
- Review customer feedback related to customer entitlement and case management. Provide resolution and feedback based on case analysis including Corrective Action Plan (CAP) preparation when required.
- Timely elevation and/or escalation on complex issues and drives actions in post incident reviews.
- Customer Engineer (CE) Planning
- Meet deadlines and keep the Service Level Agreements (SLA).

- Responsible for carrying out all the work offered through tools or direct assignments from the management/supervisors, where the complexity of all cases and tasks should be balanced.

Det Norske Veritas

IT System Engineer

August 2008 - August 2011 (3 years 1 month)

- Regional Support Liaison for DNV offices in Spain and Portugal
- Siebel Support Specialist for Customer Relationship Management Applications
- Primary administrator for enterprise IT help-files
- User account administration in MS Active Directory
- 1st Line phone and email support for
- Hardware; PCs and peripheral devices
- Software including commercial and proprietary applications
- Remote secure access by VPN and dial-up

Notable projects that I took part in included the rollout of a new operating system (Windows 7) to client computers across the organisation during 2011, and in 2010 I was sent to Poland to train new recruits upon the establishment of our Global Service Desk presence in Sopot.

Centric

IT Consultant

February 2008 - July 2008 (6 months)

1st line IT support at Det Norske Veritas

Santa Monica College

Computer Lab Assistant

February 2007 - January 2008 (1 year)

IT Support for students of Santa Monica College in a Science Computer Lab.

Education

Halmstad University

Edutainment Software Design · (2002 - 2005)

Santa Monica College

Liberal arts · (2007 - 2008)

Katolska skolan av Notre Dame

· (1989 - 1998)