ALEJANDRO GARCÍA CRESPO

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CERTIFIED INFORMATION TECHNOLOGY SUPPORT PROFESSIONAL
Electronic Data Interchange / Customer Service / Application Service Provider

Dynamic and solutions-oriented senior consultant with extensive experience providing top level support and expertise in ASP, EDI and CRP Outsourcing Services. Strong project management skills, with a proven ability to direct troubleshooting procedures in a quick and efficient manner with a 100% success rate. Able to function at a high level working independently or as a productive member of a team. Accustomed to fast-paced, deadline driven environments.

CORE COMPETENCIES

- EDI/ASP Expertise
- Troubleshooting/Analysis
- Customer guides preparation

- Technical Support
- Client Relations
- Network Enhancement

- EDI implementation
- EDIFACT/XML
- Time Management

PROFESSIONAL EXPERIENCE

Edicom / Spain / 2008 - Present
Senior Technical Support / EDI consultant

- **Oversee all technical support functions running 24/7**, addressing the EDI needs of numerous high profile clients including Harrods, Unilever, DANONE, Daimler-Chrysler, Mercedes, Bridgestone, British American Tobacco and IBM.
- **Extensive experience** serving as an Application Service Provider, working closely with customers and their ERP consultants to **achieve a faster response time** and a **higher success rate** regarding initial implementation and/or issue resolution.
- **Effectively manage multiple priorities simultaneously** while directing outsourcing and onboarding, maintaining content in the GDSN data pool and assisting customers with AS400 and SAP solutions, delivering all project elements on time, within budget and adhering to project requirements.
- **Developed and improved new manuals and HOWTO procedures** to ensure a faster and optimized response according to our ISO20000, helping to provide and maintain our SLA of an astonishing 99.8% level of efficiency.
- Significantly **increase overall corporate efficiency and productivity** by providing exceptional customer service while **troubleshooting complex problems**, providing server, workstation, network and software support.
- **Collaborate with team members** or work individually to ensure each problem is solved in a timely manner and end-users are satisfied with their contracted services.
- Developed a level of trust and **strong relationships** with team members, management and community partners.
- Provided exceptional customer service while **supporting customers on complex issues**.
- Responsible for understanding the customer complaint and troubleshooting each device to resolve the issue and **ensure loyalty/continued service**.
- Utilized **strong problem solving and analytical skills** to diagnose and resolve complex hardware and software issues.
- **Technologies:** AS2, OFTP2, X400, GXS among other gateways, VBS, AS400, SAP, SQL2005, MySQL, Linux.

TECHNICAL SKILLS

Software – Windows (all versions from 2000 to W8.1), Linux (user level mostly in several distributions like Fedora, Ubuntu, Redhat, etc...), Mac OS X Lion (user level), Office 2003/2010, Openoffice, Active Directory, Alfresco.

Remote control software such as Teamviewer, Webex, Netmeeting (old, not in use), Cisco VPN, Sonicwall SSL VPN, checkpoint VPN, cisco Anyconnect and UltraVNC.

EDUCATION

University of La Laguna, Canary Islands, Spain
Bachelor Degree in Physics
Master in Astrophysics (pending completion)

ADDITIONAL CREDENTIALS	
CERTIFICATIONS	SQL2005 management studio, Advanced introduction to Linux for technical support, assertive. 8 hour advance customer communication and assertiveness class. MySQL (12 hours).
LANGUAGES	Spanish (native), English (Fluent - verbal and written), Valencian/catalan (native)
INTERESTS	Paintball, Karting, Hiking, Running, Dinner Parties. Bass player. Promoter of company sport activities for the last 5 years.

References

Jorge Pradas. Head of the 24x7 Support Department - jpradas@edicom.es
Javier Fuertes. Project Leader Support Level 2 - jfuertes@edicom.es
Oscar Amoraga. Project Leader Support Level 2 - oamoraga@edicom.es