

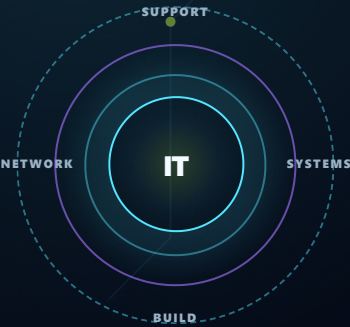
34 VERIFIED CREDENTIALS · TIER 2 MIND · BUILDER INSTINCT

ERICK DAVES GARCIA PEREZ

TIER 2 IT SUPPORT · APPLICATION SUPPORT · MOBILE & FRONTEND DEVELOPMENT

I solve the problem behind the ticket.

- Santiago, Dominican Republic
- Remote & hybrid ready
- Spanish + English
- erickdavestech@gmail.com



SIGNAL

Bilingual Tier 2 IT and application support professional with software project experience through Orion Tech and Insoltech, plus private product work. Verified training spans Google IT Support, IBM software engineering, Cisco networking, Windows Server, Linux, AWS, mobile development, and frontend technologies.

SELECTED PRODUCT WORK

4 PROJECTS

ORION TECH · 3 MONTHS · DEMO
Parqueate Bien

Software project contribution during a three-month Orion Tech engagement.

INSOLTECH · BANKING · PANAMA
Caja de Ahorros

Contribution to a banking application for Panama.

PRIVATE PROJECT · AUCTIONS
Todo Mercado

Online-auction application for digital bidding and marketplace activity.

PRIVATE PROJECT · GPS
Traqueano

Animal-mounted GPS tracking and geofencing for designated farm areas.

INCIDENT PROTOCOL



SELECTED CAPABILITIES

- Diagnose operating system, software, hardware, and connectivity issues across Windows, Linux, and macOS.
- Reproduce failures, isolate probable causes, document findings, apply fixes, and escalate with useful evidence.
- Configure and troubleshoot VMware labs, Windows systems, Linux environments, command-line tools, and basic Windows Server scenarios.

TECHNICAL MATRIX

SUPPORT

- Tier 2
- Incident triage
- Root cause
- Escalation
- Documentation

SYSTEMS

- Windows
- Linux
- macOS
- VMware
- Windows Server
- AWS

DEVELOPMENT

- Flutter
- Dart
- Android
- JavaScript
- React
- HTML/CSS

NETWORKS

- TCP/IP
- DNS
- DHCP
- Wi-Fi
- IT security

CREDENTIAL EVIDENCE 6 SELECTED / 34 VERIFIED

- 2026 Software Engineering · Mobile · Android · React
IBM, SkillUp & Coursera · Four verified credentials
- 2024 Junior Full Stack Developer
Alterna Academy · Six-month training program
- 2023 Google IT Support Professional Certificate
Google / Coursera · Five-course program
- 2023 Cisco · Windows Server · AWS · Frontend
Networking, systems, cloud, Linux, JavaScript, HTML/CSS
- 2017 Visual Programmer · Linux · Office Programs
INFOTEP · 415 verified training hours
- 2010 Technical High School Diploma in IT
Fausto Jimenez Educational Center · MINERD certification issued 2024

LANGUAGES

- Spanish

Native
- English

Professional working proficiency