

Diego Melgara

IT Support Specialist

CONTACT

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Hamilton, ON

Portfolio: diegomelgara.com

TECHNICAL SKILLS

- **Operating Systems:** Windows OS, basic troubleshooting
- **Networking:** Basic networking concepts (IP, DNS, connectivity troubleshooting)
- **Cloud & Systems:** Basic cloud computing concepts (IaaS, PaaS, SaaS), Familiarity with Microsoft Azure fundamentals, Understanding of cloud services including virtual machines, storage, and networking
- **Tools & Software:** Microsoft Office / Office 365, POS systems
- **Technical Knowledge:** Software installation & troubleshooting, Hardware support basics, Software testing fundamentals, Basic database knowledge (SQL)

SUMMARY

Recent Software Support Technician graduate with hands-on experience in troubleshooting, POS systems, and customer-facing technical support. Skilled in diagnosing issues, supporting end-users, and working with computer systems in fast-paced environments. Strong communication skills with the ability to explain technical concepts clearly. Bilingual in English and Spanish.

PROJECTS

- **Management App**
 - Developed and tested a task management application using HTML, CSS, and JavaScript
 - Troubleshot and resolved functionality issues related to task updates and user interactions
 - Focused on improving system usability and ensuring reliable performance
 - Gained experience debugging front-end issues and optimizing user experience
- **Weather Data App**
 - Developed a web application integrating front-end and back-end systems to get real-time data from an API
 - Diagnosed and resolved issues related to data fetching, API responses, and system errors
 - Tested system performance to ensure accurate and reliable data display
 - Gained experience working with system integration, debugging, and troubleshooting

EDUCATION

Mohawk College | 2024-2025

Computer Systems - Software Support

PROFESSIONAL EXPERIENCE

- **Waiter** | Mal Vicho, Mexico | April 2023 - August 2023
 - Provided front-line support to customers, resolving issues efficiently in a fast-paced environment
 - Operated POS systems and assisted with troubleshooting transaction and system-related issues
 - Managed multiple tasks simultaneously while maintaining accuracy and attention to detail
 - Communicated clearly with customers to ensure satisfaction and resolve concerns
- **Office Assistant** | J.R Transporte, Mexico - Transportation & Machinery | January 2020 - August 2023
 - Assisted with invoice generation and data entry using computer systems
 - Managed digital records and maintained organized documentation
 - Supported basic troubleshooting of office systems and ensured smooth daily operations
 - Handled administrative tasks requiring accuracy and attention to detail
 - Communicated effectively between suppliers and clients to support internal business operations