

Contact

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Top Skills

Penetration Testing
Team Leadership
Technical Expertise

Languages

Catalán (Full Professional)
Español (Native or Bilingual)
Inglés (Full Professional)

Certifications

Learning Kubernetes
Hands On Essentials - Data Warehouse
Learn Ethical Hacking From Scratch
The Complete SQL Bootcamp 2020: Go from Zero to Hero
Python for Data Science and Machine Learning Bootcamp

Publications

Audio-Visual Deep Learning
Regression of Apparent Personality

Alejandro Alfonso Hernández

Team Lead, Technical Support Engineering – IBM Data & AI Unit.
Barcelona, Catalonia, Spain

Summary

As a Team Lead in IBM's Data & AI Unit, I bring over three years of experience in customer service and technical support. Holding a Bachelor's degree in Computer Engineering, I have developed a solid foundation in data engineering, big data, cloud technologies, and AI.

In my current role, I manage workflows and provide high-quality technical assistance, ensuring efficient issue resolution and customer satisfaction. I lead technical troubleshooting initiatives and coordinate ongoing training programs to enhance our support services continuously.

I am passionate about leveraging technology to solve complex problems and am committed to driving innovation within my team.

Experience

IBM

Team Lead, Technical Support Engineering – IBM Data & AI Unit.
July 2024 - Present (1 year)
Barcelona, Catalonia, Spain

StreamSets Inc.

3 years 1 month

Team Lead, Technical Support Engineering
May 2024 - July 2024 (3 months)
Barcelona, Catalonia, Spain

Senior Technical Support Engineer

January 2023 - May 2024 (1 year 5 months)
Barcelona, Catalonia, Spain

Junior Technical Support Engineer

July 2021 - January 2023 (1 year 7 months)

Barcelona, Catalonia, Spain

Barcelona Supercomputing Center

Software Engineer (RE2)

October 2020 - July 2021 (10 months)

Barcelona, Catalonia, Spain

Software Engineer (Research Engineer II)

Evaluation and quality control (EQC) of climate data at the Computational Earth Sciences Group, Earth Sciences department, Barcelona Supercomputing Center (BSC).

References:

Pierre-Antoine Bretonnière, Senior Developer - pierre-antoine.bretonniere@bsc.es

Envista Holdings Corporation

IT Operations Specialist

October 2018 - June 2020 (1 year 9 months)

Barcelona, Catalonia, Spain

- IT Support Call Center for EMEA.
- Management and resolution of IT incidents (Remedy ticketing) of end-users.
- Writing reports and guides.
- Train end-users on new technologies adopted by the company.

References:

Pieter Vercammen, EMEA IT Operations Manager - pieter.vercammen@envistaco.com

Education

Universitat de Barcelona

Engineer's degree, Computer Science · (2016 - 2020)