# JOSE ANDRES SILVA HIRANE

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**SUMMARY**

# Trilingual IT systems technician, working for over ten years in IT, marketing, and communications. With experience as a Support Engineer in ​​mass data storage at Oracle Chile. With knowledge in Storage, NAS, FS1 and Axiom Pillar, achieving the proposed goals; Receiving customer recognition. Experienced in ​​public and administrative relations at a major national company dedicated to exports. Fast learner, high soft skills, planning, high ethical standards.

* Related to **programming**, I have experience working with the following programming technologies:

Java, JS (JavaScript), HTML/HTML5, PHP, Bootstrap, CSS/CSS3, ASP.NET, Visual Studio

* Also, I have some experience with the following **DBA** technologies:

MySQL, NoSQL, SQL

* Related to **Oracle hardware**, I have worked with the following:

Storage, StorEdge, Axiom Pillar, FS1, among other Oracle Mid/Vol products.

* And finally, I have worked with the following **design software’s**:

Adobe Photoshop, Adobe Premiere, Adobe After Effects

**PROFESSIONAL EXPERIENCE**

**WEB development and design** **2019 – until the date**

*Self-employed.*

I have designed and developed various companies and individuals. Currently, I am in the maintenance phase of the [Centro Violeta](https://www.centrovioleta.cl/) site, after developing and delivering the page to the customer, I dedicated myself to the maintenance stage of the Violeta Center site, unfortunately, as a result of the 2020 quarantine, the company stopped working; Along with the above, I remained in the development stage of the website for the company Grabados a Medida, for now on pause, since the customer decided to postpone the publication of the site. Currently, I am dedicated to:

* Web applications development.
* Computer consultancy to a school in the eastern area of ​​Santiago.

**Sistemas Oracle de Chile S.A.** ([www.oracle.com](http://www.oracle.com)) **2011 - 2017**

*Technical Support Engineer 1*

Support engineer for the Engineer Storage Systems domain focused on diagnosing and solving problems for Sun Microsystems / Oracle mass storage systems, including the 2xxx, 6xxx, 3xxx, and JBOD product lines, with continuous training in new technologies. Using various means of remote communication, like email, telephone, chat, and Webex sessions or SSH.

* Resolved various issues to globally present companies, like automotive, banking, aviation, and military corporations. Helped those strategic institutions maintaining continuous operation.
* Received constant training to acquire and update knowledge.
* Taught basic Portuguese classes to nine colleagues so that they had sufficient knowledge of the language and be the first filter for customers, covering Portuguese support availability time gaps.
* Participated as an instructor for the HUB Brazil area to train them in a higher support level; this allowed them to provide support while Portuguese speaking engineers were not available, vastly improving response times.

# **El Boldo Inversiones y Servicios S.A.** ([www.elboldo.cl](http://www.elboldo.cl)) **2008 - 2011**

*Projecting the agricultural area, carrying out functions of public relations, also supporting the IT area of the company.*

* Participated in the team responsible for establishing and maintaining the field IT network, thus allowing real-time data sharing between different branches.
* Responsible for external communications with suppliers from different countries. Noticeably improved both response times and relationship quality with foreign suppliers for imports and exports.
* Performed and controlled monthly inventories for the packing and tooling warehouse, thus reducing costs by loss of equipment and products.

**OTHER PROFESSIONAL EXPERIENCE**

**Deloitte Chile 2019***Consulting Analyst*

I participated in the 2-month project, for the development of components for Salesforce customers, along with the creation of statistical data sheets for backend development. I started training in Salesforce products achieving regular and constant progress.

**Multivoice, Movistar**

*Small and Medium Companies Platform Supervisor* **2008**

In charge of a team of 15 executives for a campaign to get and recover customers, both new and lost. Although the results were excellent, due to a strategy change, the project stopped.

**Aluser Ltda.**   **2003 - 2005**

*Commercial Excecutive*

# Was responsible for seeking new commercial and marketing strategies to generate new contracts in the construction sector (aluminum profiles and hardware), managing to make a difference with strategies not used for this type of market.

# Had to coordinate with managers from other areas the new strategies for a correct positioning in the sale of aluminum profiles.

# Controlled and supervised the warehouse inventory, the stock of materials (aluminum profiles and hardware), with which I established the minimum and maximum quantities required for a correct supply of customers.

**Escala SRL 2003**  
*Marketing professional practice*  
Carried out various tasks and campaigns, typical of the time. Managing for accounts like:

* Bolivian tobacco company (specific campaign)
* Burguer King (smaller specific campaign)
* Coca-Cola (specific campaign)

**Publicistas Asociados S. A. 2000 – 2002***Junior Advertiser*

* Stood out in ​​creative advertising and customer acquisition. With high knowledge in non-traditional advertising campaigns. Managing to capture the Coca Cola and Tabacalera Boliviana accounts, both within the most important accounts in Bolivia.
* Carried out campaigns outside the general framework, atypical to the standards of the time, with excellent results and acceptance among the target audience.

# **ACADEMIC BACKGROUND**

* Programmer Analyst, Universidad Tecnologica de Chile Inacap, Santiago, Chile **2017 - 2020**
* Advertising and Marketing, University Nuestra Señora de La Paz, La Paz, Bolivia  **2000 - 2004**
* Graphic Design and Advertising, University Santo Tomas, La Paz, Bolivia  **1999 - 2002**
* Computer systems engineering, Bolivian Catholic University, La Paz, Bolivia  **1996 - 1999**

# **COURSES**

* Constant training in Oracle for managing various storage systems **2011-2017**
* Oracle Business Ethics Training, Confidential Data Handling and HIPAA **2014**
* Graphic Design and Advertising, Universidad Nuestra Señora de La Paz, Bolivia  **2002**
* Computer systems technician, Universidad Catolica Boliviana de La Paz, Bolivia  **1998**

# **LANGUAGES**

* Native Spanish and Portuguese
* Advanced English

**Hobbies\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Rock climbing
* Riding bike
* Camping
* Reading
* Learn new technologies and skills