



## Luis Alberto Gomez Lopez

---

**Date of birth:** 25/06/1983 | **Nationality:** Colombian | **Gender:** Male |

**Phone number:** (+356) 77873979 (Mobile) | **Email address:**

[info@soyluisalbertogomez.com](mailto:info@soyluisalbertogomez.com) | **Website:** <https://soyluisalbertogomez.com/> |

**Instagram:** <https://instagram.com/soyluisalbertogomez> | **LinkedIn:**

<https://www.linkedin.com/in/soyluisalbertogomez/> |

**WhatsApp Messenger:** +35677873979 |

**Address:** Imsiebah Court, flat 8, Triq Karm Longo, San Gwann, SGN 9030, San Gwann, Malta (Home)

### ● ABOUT ME

---

I am a highly committed individual to the success of companies, whether in remote or on-site work environments. My passion and self-taught learning in computer systems have allowed me to acquire solid knowledge in web design, both Frontend and Backend, creating websites since 2016. Additionally, I have experience in junior UX design. I also have experience in conducting digital marketing campaigns and in repairing and installing operating systems. Currently, I am focused on training to obtain certifications that support my skills and knowledge in these areas.

### ● WORK EXPERIENCE

---

01/01/2023 – CURRENT Triq Karm Longo, Malta

#### **JUNIOR DESKTOP SPECIALIST MULTI-NET CO LTD**

---

1. First point of contact for the corporate users
2. Provide corporate users with support, by handling user problems reported via telephone, emails, instant messaging channels and tickets.
3. Track all the support issues in the ticketing system, clearly grouping them for easier tracking
4. Via the ticketing system, liaising with other support teams to resolve calls logged
5. Provide a high standard of communication and customer service with the business both written and verbal
6. Follow up tickets existing tickets, escalate high priority
7. Ensure current procedures and standards are followed
8. Remotely/Onsite support PCs, laptops, and software related issues/ querie
9. Remotely/Onsite support locations/offices where the corporate users are connected
10. Methodical troubleshooting to determine cause of problems and apply solutions professionally
11. Maintain a high level of conduct, ethical standards and values.

11/06/2016 – CURRENT Medellín, Colombia

#### **WEBSITE ADMINISTRATOR FREELANCER**

---

Web designers  
Landing Page  
Ecoomerce (wordpress)  
Ecoomerce (www.shopify.com)  
UX/UI design  
Positioning  
SEO & SEM  
Personal brand  
Content Creation

11/08/2011 – 02/06/2016 Pereira, Colombia

**IT WAS ASSIGNED FUNCTIONS SUCH AS IT SUPPORT HARDWARE AND SOFTWARE INPEC**  
(NATIONAL PENITENTIARY AND JAIL INSTITUTE)

---

Hardware installation  
Help desk Online  
Server support  
Software installation  
Maintenance and repair of hardware and software  
Network connection  
Installation of operating systems (Windows, Unix)  
Assistance remote solutions to equipment and devices  
Technical support and installation of structured cable

11/08/2011 – 06/08/2016 Colombia

**FINANCIAL ASSISTANT** INPEC (INSTITUTO NACIONAL PENITENCIARIO Y CARCELERO)

---

Accounts Department (Accounts Payable)  
Bank Reconciliation  
Filing  
Stock management  
Petty Cash & General Cash Management  
Bank Transfer  
Cash Flow Management  
Manager of Productive Projects

## ● **EDUCATION AND TRAINING**

---

21/11/2023 – CURRENT Tolima, Colombia

**MULTIMEDIA DEVELOPMENT AND WEB DESIGN** National Apprenticeship Service (SENA)

---

04/05/2020 – 04/05/2022 Medellín, Colombia

**MULTIMEDIA PRODUCTION TECHNOLOGIST** National Apprenticeship Service (SENA)

---

**Address** Calle 57 No. 51-70 torre norte, 050075, Medellín, Colombia |

**Website** <https://certificados.sena.edu.co/CertificadoDigital/com.sena.consultacer>

18/06/2012 – 18/06/2013 Cundinamarca, Colombia

**ASSISTANCE TECHNICIAN ADMINISTRATIVE** National Institute of Learning (SENA)

---

**Address** Calle 57 No. 8 - 69 Bogotá D.C, Bogota, 110110, Cundinamarca, Colombia |

**Website** <https://certificados.sena.edu.co/CertificadoDigital/com.sena.consultacer>

14/07/2023 – 14/08/2023

**GOOGLE IT SUPPORT** Google

---

**Website** <https://www.coursera.org/account/accomplishments/specialization/certificate/VPRGQ3KTMTRN>

01/07/2023 – 23/08/2023

**MARKETING DIGITAL** National Institute of Learning (SENA)

---

**Website** <https://certificados.sena.edu.co/CertificadoDigital/com.sena.guardar?var1=9310002781018CC15962579C>

2021 Medellín, Colombia

**DESIGN FOR THE DIGITAL PRODUCTION OF CINEMA AND VIDEO GAMES** Polygonus Academy

---

**Address** Poblado, 050075, Medellín, Colombia | **Website** <https://academy.polygon.us/>

## ● **LANGUAGE SKILLS**

---

Mother tongue(s): **SPANISH**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	B2	A2	A2	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

## ● DIGITAL SKILLS

---

Social Media | Facebook | Instagram | Microsoft Office | Outlook | LinkedIn | Image production digital | Design for digital production in film and videogames | Redes y medios de Transmision | become a photographer (LinkedIn Learning) | Configuring and Troubleshooting Windows Server 2008 Active Directory Services MS 6425 | Microsoft Excel

## ● ADDITIONAL INFORMATION

---

### PUBLICATIONS

[ST Group Malta](#) – 2024

This website took into account the customer's specifications according to the reason of the company. Construction time was about 2 months.

---

Website development for ST Group Malta

[Basic website development for Alvarez y Araque](#) – 2023

This website took into account the client's specifications according to the personal brand. The construction time was about 1 month.

---