



PEDRO ANTUNES

HELP DESK & NEW SOLUTIONS SUPERVISOR

Profile

Friendly and professional customer service specialist with extensive experience resolving escalated McDonald's IT complaints and issues. Strong interpersonal skills proven through customer satisfaction and peer recognition awards. At the moment I'm supervising a 12 members Help Desk team at AICFD and 2 System Administrators.

Skills

Organizational Skills and Competences

- Team
- Leadership
- Supervisory
- Team work
- Ability to learn quickly
- Customer service

Communication Skills and Competences

- Communication
- Integration
- Friendliness
- Listening

Languages

- English
- Spanish

Experience

IT Technician

AICFD, Lda | 08/2007 - 01/2010

- o Providing support to McDonald's for first level calls (remotely and directly) their IT needs, in a friendly, customer-oriented manner;
- o Logging, tracking, prioritizing and ownership of all contacts received to the Service Desk, ensuring the completeness and accuracy of the information captured;
- o IT Rollout: Install all IT equipment in McDonalds stores (software and hardware onsite);
- o Deal effectively with hardware and software failures and issues;
- o Local support (field and remote);
- o Tasked with IT ServiceDesk prevention (weekends).

Senior Information Technology Technician

AICFD, Lda | 01/2010 - 02/2018

- o Coordinate team onsite;
- o Local support (field and remote);
- o Remote deployment of McDonalds applications, Microsoft OS (Windows Server 2016, Windows 10), Microsoft applications;
- o Configuring and implementing Virtual Machines for external access (Hyper-v);
- o Tasked with IT ServiceDesk prevention (weekends).

Help Desk & New Solutions Supervisor

AICFD, Lda | 02-2018 - Present

- o Managing the Help Desk team and evaluate performance;
- o Managing the System Administrators team;
- o Ensuring customer service is timely and accurate on SLA;
- o Establish best practices through the entire technical support process;
- o Monitors Service Desk and reports out on activities;
- o Contribute to maintain system standards;
- o Providing third level calls;
- o Provide technical documentation, manuals and IT policies to an internal wiki;
- o Collaborating with McDonald's IT to create clear user-focused goals and aligning the team around them.

Contact

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Education

- **Degree in Information Technologies (IT technician/maintenance – Level IV)**
ETPZP, Professional School | 07/2007
- **CCP - Pedagogical Training for Trainers**
- **Leadership and Team Management**

Other Skills

Driving License (B/B1 category)