Curriculum Vitae

PERSONAL INFORMATION

Names and Surnames:	**REYNA R. LEDEZMA C.**
Marital status:	**Single**
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ACADEMIC TRAINING

Higher Education: **SYSTEMS ENGINEER**
National Polytechnic Experimental University of the Armed Forces
National (U.N.E.F.A.) 2008-2013
Guárico/Venezuela

WORK EXPERIENCE

2019- CURRENT   Company: **PDVSA EAST REFINATION**
Position: **ANALYST BASIC TECHNICAL SUPPORT AIT**
Period: 07/08/2019 - Current

Responsibilities:
✓   Provide solutions in Automation, IT and Telecommunications at 2nd Level.
✓   Manage technical support actions in order to maintain the operational continuity of the work environment of the users of Petroleum of Venezuela and its Petroleum and Non-Petroleum Subsidiaries.

2017- 2019   Company: **PDVSA EAST REFINATION**
Position: **ANALYST SERVICE CENTER**
Period: 07/08/2017 – 03/07/2019

Responsibilities:
✓   Provide solutions in Automation, IT and Telecommunications at 1st Level.
✓   Manage technical support actions in order to maintain the operational continuity of the work environment of the users of Petroleum of Venezuela and its Petroleum and Non-Petroleum Subsidiaries.

2015-2016   Company: **COINELME C.A**
Position: **SYSTEMS ENGINEER**
Period: 04/08/2015 – 18/03/2016

Responsibilities:
✓   Automate the process corresponding to the control and monitoring of projects in development and to be developed in the Superintendency of Planning and Management belonging to the Management of Infrastructure and Engineering of Processes of Operational Coordination Belt.

2015   Company: **EMBOTELLADORA AGUAS CORONA**
Position: **CUSTOMER SUPPORT**
Period: 02/06/2015 – 25/07/2015

Responsibilities:
✓   Serve customers daily.
✓   Contribute to the expansion of the company throughout the market.
✓   Carry out any other work assigned by the immediate boss.

2013   Company: **PDVSA EAST REFINATION**
Position: **INTERN**
Period: 20/06/2013 – 20/10/2013

Responsibilities:
✓   Propose a Data Comparison and Update System between the Well Folder and the East Oil Well Database.
✓   Demonstrate the importance, efficiency and saving of labor with which said Data Comparison and Updating System contributes.
✓   Develop a prototype.

2010	Company: **EL RICÓN VALLEPASCUENSE**
	Position: **WAITRESS**
	Period: 06/04/2010 – 21/12/2010

Responsibilities:
- ✓ Serve customers daily.
- ✓ Process payments.
- ✓ Carry out any other work assigned by the immediate boss.

2008	Company: **ENLACE TV**
	Position: **TELEOPERATOR**
	Period: 01/11/2008 - 30/11/ 2008

Responsibilities:
- ✓ Answer phone calls.
- ✓ Solve all kinds of incidents.
- ✓ Database update.

COURSES CARRIED OUT

2020	**CUSTOMER SERVICE: HANDLING ABUSIVE CUSTOMERS**
	LinkedIn Learning

2020	**HOW TO LEAD A CUSTOMER-CENTRIC CULTURE**
	LinkedIn Learning

2018	**ATTENTION TO PDVSA USERS**
	Training Center - East Refinination.
	Anzoátegui-Venezuela

2018	**GNU-LINUX PETROS9 SUPPORT**
	Training Center - East Refinination.
	Anzoátegui-Venezuela

2017	**BASIC LINUX**
	Training Center - East Refinination.
	Anzoátegui-Venezuela

2015	**PHP MODULE I**
	PROGRAMATE C.A
	Anzoátegui-Venezuela

SKILLS

TECHNICAL	MS Office, Vensim, Dreamweaver, PHP, CSS, HTML, MySQL, Oracle9i.
PERSONAL	Proactive, Disciplined, Ability to work in a team, Ability to make decisions, Adaptation to change, Empathy, Ability to communicate effectively, Tolerance to pressure, Results oriented.

LANGUAGES

SPANISH	**NATIVE**
ENGLISH	**BASIC**