



## Zeus González Fernández

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### WORK EXPERIENCE

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#### HelpDesk

*EIP-AGRI* [ 01/04/2020 – 30/04/2021 ]

Setting up and managing the different videoconferencing platforms (Bigbluebutton, Zoom, Teams...) to facilitate interactive online meetings, being involved in the organizing team and also giving helpdesk support during different multi-actor events from 20 participants to more than 120.

#### System administrator & IT technical support

*Universidad de Santiago de Compostela* [ 01/11/2013 – Current ]

Address: Santiago - [laborate.usc.es](http://laborate.usc.es)

I have been in the IT department of the Land Lab since I joined and nowadays I am responsible for systems administration. Among the daily tasks that I do I could highlight:

- Administration of Linux servers
- Administration of the group's websites
- Installation of software in computers
- User technical support
- Maintenance of equipment
- Social media

## Manager e-learning platform

*University of Santiago de Compostela* [ 01/11/2013 – Current ]

Address: Lugo (Spain)

Responsible person for the management and technical assistance of the e-learning platforms of the Master in Sustainable Land Planning and the Territorial Information System (USC).

Tasks include instalation, configuration, administration and support to different user profiles.

Technologies used are Moodle and Bigbluebutton.

## Customer service technical support

*Abante BPO.* [ 25/09/2017 ]

Address: Lugo

Providing IT support to 1&1 delivered via different technologies depending on the situation. For instance, direct questions and basic software or service problems can be addressed using phone calls, online chat or email.

■ Two and a half months on the technical support department.

■ Almost six months on the server department

## Student intern

*Universidad de Santiago de Compostela* [ 01/04/2013 – 20/06/2013 ]

Address: Lugo (Spain)

Completion of internships in a company associated with the spanish "Ciclo formativo de gradomedio (CFGM)" - Vocational Education and Training (VET).

## EDUCATION AND TRAINING

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### Certificate of Higher Education (HNC), Technician in Computer Systems Administration

*IES Muralla Romana* [ 15/09/2014 – 21/06/2016 ]

Address: Lugo

National classification: Nivel 5 EQF-MEC

■ Manage server operating systems, installing and configuring the software, in quality conditions to ensure the system's operation.

■ Manage network services installing and configuring the software, under quality conditions.

■ Implement and manage databases by installing and managing management software under quality conditions, according to the characteristics of the operation.

■ Evaluate the performance of hardware devices identifying improvement possibilities according to the operating needs.

■ Determine the infrastructure of telematic networks, drawing up schemes and selecting equipment and elements.

■ Integrate communications equipment into infrastructures of telematic networks, determining the configuration to ensure their connectivity.

■ Manage users according to the operating specifications to ensure access and availability of system resources.

## Vocational Education and Training (VET), Technician in Microcomputer systems and networks

*IES Muralla Romana* [ 15/09/2011 – 21/06/2013 ]

Address: Lugo

National classification: Nivel 1 EQF-MEC

- Install and configure basic and application software, wired, wireless or mixed local networks connected to public networks.
- Install, configure and maintain multi-user services, applications and shared devices in a local network environment.
- Mount and configure computers and peripherals.
- Determine the logistics associated with the installation, configuration and maintenance operations of microcomputer systems.
- Diagnose dysfunctions in micro-computer systems and networks through functional tests.
- Rethink the wiring and electronics of local networks in small environments and their connection to wide area networks.
- Execute established data and application recovery procedures for faults and data loss in the system.
- Prepare technical and administrative documentation of the system, prepare budgets and advise the client.

### Aptis Advanced C1

*British Council Bilbao*

## LANGUAGE SKILLS

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Mother tongue(s):

**Spanish , Galician**

Other language(s):

**English**

**LISTENING C1 READING C1 WRITING B2**

**SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1**

**Portuguese**

**LISTENING B1 READING A2 WRITING A2**

**SPOKEN PRODUCTION A2 SPOKEN INTERACTION A2**

## ORGANISATIONAL SKILLS

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### Organisational skills

-I have been collaborating in the organisation of different courses and congresses carried out by the Land Lab and the Territorial Information System of the USC. I've been responsible for managing the IT infrastructure as well as providing technical support during the events.

- I am in charge of supervising the internships of professional training students at the Territorial Information System of the USC. (Assignment of tasks, follow-up, resolution of doubts, etc ...)

## COMMUNICATION AND INTERPERSONAL SKILLS

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### Communication and interpersonal skills

Good communication skills acquired after the experience with:

- Support to users in the virtual classroom of the Territorial Information System and in the Master in Sustainable Land Planning.

- Customer service support in 1&1, server administration related.

- Managing social media accounts (facebook, twitter) of different R&D projects (H2020, INTERREG, etc.)

## **JOB-RELATED SKILLS**

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### **Job-related skills**

- Responsibility and innovation driven attitude. My working environment during last years at USC has been very diverse in terms of projects and user needs, so have been the IT requests I've dealt with. This gave me the opportunity to constantly look for new solutions and new technologies to address new user cases.