

DANIEL CALENZANI BRAVO

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PROFESSIONAL PROFILE

Bilingual IT support professional with experience in Help Desk and customer service environments within BPO and technology-driven organizations. Skilled in troubleshooting technical issues, managing ticketing systems, and supporting users via phone, chat, and email in English and Spanish. Experienced working under SLA and KPI-driven environments with strong focus on incident resolution and user satisfaction. Familiar with CRM platforms and technical support workflows in high-volume environments.

TECHNICAL EXPERIENCE SUMMARY

- Experience supporting ticket-based workflows, documenting incidents, and resolving technical issues in English-speaking environments.
 - Familiar with basic networking and operating system concepts, including user permissions, system logs, connectivity, and troubleshooting processes.
 - Exposure to structured IT support environments, including escalation procedures and following technical playbooks or SOPs.
 - Understanding of cybersecurity concepts such as phishing, email threats, and incident response fundamentals.
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RELEVANT EXPERIENCE

Tier 1 SOC Analyst | Digital Era Group - Florida, USA June 2026 - Now

- Performed daily triage of SIEM/XDR alerts across Windows endpoints, validating suspicious process executions, authentication events, network share access, and persistence-related detections.
- Conducted threat investigations using Sysmon, Windows Event Logs, and behavioral analytics to identify benign activity, reduce alert fatigue, and improve SOC operational efficiency.
- Documented security investigations and communicated findings to stakeholders through detailed case notes, escalation reports, and remediation recommendations.

Help desk representative | Concentrix - Lima, Peru Oct 2024- Feb 2026

- Diagnosed and solved IT tickets with Jira handling about 25 to 30 tickets per shift.
- Respected KPIs and SLAs with a positive CSAT of 9.8 over 10.
- Detected and reported phishing emails and other suspicious activity on user accounts reached by suspicious mailing addresses.
- Administered basic level accesses to SaaS depending on the hierarchy inside the company.

Freelance Technical Analytics Assistant | N4 Hidrolavadoras a Presión - Perú | Dec 2022 - Feb 2023

- Orchestrated the end-to-end integration of web tracking telemetry through Google Analytics to capture user behavior and digital traffic datasets.
- Configured custom tracking triggers and events using cPanel and web interface configurations based on precise client data requirements.
- Compiled, synthesized, and presented performance reports to the client, delivering data-driven insights to optimize their web asset strategies.

Research Analyst | Ipsos Perú / Datum Internacional 2020 - 2022

- Designed fully functional databases in hand with wholesale and banking clients.
- Administered accounts usernames and passwords in a secure manner according to our
- compliance officers.

Freelance Technical Support & Web Systems Assistant | BaseCamp Perú Feb 2023 - Oct 2024

- Developed a fully functional SQL database for the gym that could be accessed by a Web UI
- Utilized the TCP/IP model to address local and external access in a safely manner, providing certain information only by REST APIs that matched the clients requests for information.
- Created a security system that asked for passwords and usernames so only the administrator could access data downloads, while gym instructors could only insert student and lessons data.
- REST APIs secured against SQL injection.
- Automated login service to send emails to account owners and administrator after 3 failed attempts in a certain window of time.

Freelance Technical Assistant | N4 Hidrolavadoras a Presión - Perú Dec 2022 - Feb 2023

- Orchestrated the integration of web tracking telemetry through Google Analytics for their website.
- Used CPanel configuration interfaces to implement specific tracking triggers according to the clients requests.
- Shared reports with the client based on the information developed during the first Analytics implementation.

TECHNICAL SKILLS

- Ticketing & CRM Systems (Help Desk Support)
- Troubleshooting (Software & Basic Systems)
- Incident Management & SLA Compliance
- Remote Support Tools
- Windows & Microsoft Office
- Linux Shell (Bash)
- SQL/PostgreSQL
- Customer Support Platforms

- Google Analytics
 - Python
 - Java
 - C++
 - Serialization / Markup languages (JSON, Yaml, XML, HTML)
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EDUCATION & CERTIFICATIONS

- **Universidad Nacional de Ingenieria (UNI)** – Programming specialization
 - **Peruvian Pontifical Catholic University (PUCP)** - B.S. Cultural Anthropology
 - **Peruvian Pontifical Catholic University Center for Business (CENTRUM)** – UX specialization
 - **National Engineering University (UNI)** - Embedded Systems & IoT (Specialization)
 - **Coursera | Google** - Google Data Analytics Certificate
 - **University of Michigan** - Python fundamentals for programming
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LANGUAGES

- Spanish - Native
- English - Advanced
- French - Advanced
- Chinese - Basic