Yamel Maugé

ymlmau@gmail.com | (+507)6064-5076

Via Transistmica Casa #8100,Sabanitas, Colón, Colón, Panamá, 0312

**Experience**

Freelance ENG<>ESP Translator, Editor and Interpreter

2012-present

* Translation and revision of over 2500 pages of a wide range of texts and documents including a best-selling novel.
* Technical translation (electronics, informatics, medicine, technology).
* Software & Web localization

Freelance IT Consultant and Developer

2014-present

* Please check IT Support section on **Skills** for further information.

Social Media Specialist

HKT TELESERVICES, S.A. | OfferUp.com

2017-2019

* Management of Social Media accounts
* Provide L2 support to internal and external clients.

Technical Support Senior Associate

NTT Data Services, S.A. | Dell Panama, S.A

2015-2017

* Data Encryption & Back up
* Incident & Report Management
* Hardware & Software issues Troubleshoot
* Customer Support Service (Phone, Chat, Email)
* Remote access troubleshoot

IT Support Specialist

Thunderbird Gaming, S.A // Codere, S.A

2012-2013

* Customer services to inner and outer Clients
* Troubleshoot & Maintenance to Slot Machines
* Slot Machine Game Server management

**Skills**

Software Development

* Pure HTML (Hand written)
* Frameworks (Bootstrap, Skeleton CSS, Pure CSS, Flexbox, CSS Grid, Flask, Yii2, Laravel, Zend)
* CMS (Wordpress, Joomla, Django, Shopify)
* Database Management Systems (MySQL, SQLite, PostGreSQL, NoSQL)
* CSS Management (LESS, SASS, SCSS, Mixin)

Social Media & Translation

* Social Media (Khoros/Lithium, NapoleonCat)
* Languages (PHP, JavaScript, Python, C#, Ruby, Node.JS)
* Translation tools (SDL Trados, XTM)

IT Support

* Office 365 (Profile, Emails & Share folders management)
* Service Now, ZenDesk (Management & Follow up of incident tickets)
* Hardware (Troubleshoot CPU, Monitors, Touchscreen, Smartphones, Slot Machines)
* Software (Installation, maintenance, certificates & licenses)
* Networking (Deployment & Maintenance of web servers, mail & Data)
* Active Directory (Permission controls & password administration)
* Lotus Notes 8/9 (Setup, profile administration, Troubleshoot issues.)
* Citrix Director (Admin. & Maintenance of Virtual Machines)
* JDE9||JDEXE (Roles control)

**Education**

Northern Arizona University

BSc in Computer IT Online

2019-

Universidad Tecnológica de Panamá

Engineering on IT Systems & Software Development

2011-2015

Colegio San José La Salle

Bachelor on Commerce with emphasis in Accountancy, Information Technology & Port Administration.

2006 - 2009