

REN BESSON

JAVASCRIPT WEB DEVELOPER

Former Network Specialist with over 10 years of experience in converged routing and switching networks. Recently converted to web dev world, which has always been in love with.

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GitHub: [@renbesson](https://github.com/renbesson)

KEY SKILLS

Front End

- Vue.js
- Nuxt.js
- React
- Next.js

Back End

- Node.js

Database

- Firebase
- MongoDB

Component Framework

- Bootstrap
- Vuetify
- Material-UI
- Ant Design

TRAINING

Spent the last 2 years studying JavaScript, its frameworks, and serverless services. Working on multiples projects, such as, web app for REIT companies (using Vue.js, Nuxt.js, and Firebase) and an eCommerce for small grocery stores (using React, Next.js, and Firebase).

WORK HISTORY

Sales Solution Specialist

December/2020 – Present

Bell

Moncton, New Brunswick, Canada

- Prospects and qualifies both new and recurring business opportunities
- Ownership of deal management
- Develops strategies and tactics which leverage competitive advantage and profitability:
- Prepares and conducts formal group presentations at senior management levels
- Develops and presents proposals including cost justification, business case and technical portion of response for integrated solutions which represent high value for the Customer and profit for the company
- Leads the creation of Customer offer process (internal business case) and manages approval steps
- Leading and negotiating revenue opportunities for all service elements (such as SLA's, DRP, Maintenance, etc.) working with Service Management

- Responsible for engaging and supporting Client Executives for new business development opportunities
- Provides expert consultation on security concepts, products, and services
- Spends the appropriate amount of time continuously learning by researching and learning new technologies, both internally and externally, to provide a single point of contact to the Customer in the sales process.

Computer Technician

July/2019 – December/2020

Asurion

Moncton, New Brunswick, Canada

- Provide technical assistance and education to customers via telephone, remote access applications on computer and peripheral related issues (i.e. basic anti-virus/spyware/grayware protection, basic application operation, wireless applications and data backup.
- Troubleshoot via phone, software and operating system problems/failures to identify hardware/software related failures. Formulate and communicate resolutions for computer issues. This includes peripheral equipment such as, but not limited to, monitors, keyboards, and printers/all in-one multifunction
- Identify customer's behavior that puts their system at risk. Make suitable recommendations to prevent vulnerabilities and repeat customer contact
- Arrange appropriate service for hardware failure through approved service outlets
- Assist in escalated matters from customers and service providers

Network Specialist

October/2011 – May/2018

Redisul

Rio de Janeiro, Brazil

- Designing, implementing and supporting Cisco, Extreme, HP, and Huawei networks.
- Updating changes on the network to keep the documentation concise.
- Implemented networks of from 24 employees to up to 20,000 employees.
- Managing cabling and support teams on implementation and support of the clients' networks.
- Implemented routing protocols, such as, BGP, OSPF, and EIGRP on complex networks.
- Implemented QoS (quality of service) on customers' private VLAN to ensure everyone would get the minimum and maximum bandwidth.
- Implemented network protocols to prevent network outages and...

Support Analyst

Equinix (former Alog Data Centers)

February/2010 – October/2011

Rio de Janeiro, Brazil

- Manage and troubleshoot client servers in a colocation environment segmented by VLANs.
- Configure Linux and Windows servers' several functions, such as DNS, DHCP, firewall, SMB, etc.
- Receive inbound calls from clients with issues or requests on their servers and register as a ticket into the ticket system.
- Work on the ticket after its creation and or not possible to finalize is, escalated the ticket to a higher-level analyst.

Education and Training

College Diploma

Sep 2018 | Jun - 2019

NBCC – New Brunswick Community College – Moncton

Certificate in Information Technology – Network Support

| *Windows Server* | *Linux (Linux+)* | *Cisco (CCENT)* | *C#* | *PC Hardware (A+)* | *ITIL Foundations* |

High School Diploma

2007

Colegio Estadual Hilton Gama – *Rio de Janeiro, Brazil*

Languages

English



Portuguese



Spanish

