

# Francisco José Sabater Amorós

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*Hardworking, motivated, comitted, responsible, conciliatory, solver, multidisciplinary.*

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IT technician, administrator and professional trainer, networks (wired, wifi, LTE), Windows, JAVA, ITIL4, PMP, Virtualization, Web programming, agile methodologies, CCTV, home automation, electronic payment

## Education

- 2022 Master in Project Management University of Alcalá de Henares (UAH): practical project management, PMP-PMI, ISO 10006 and 21500, SCRUM MASTER, IPMA, Lean Startup (CANVAS), MSPROJECT (60 ECTS).
- 2022 SCRUM MASTER Certificate; Courses: WORDPRESS, JAVASCRIPT, MYSQL. JAVA Analysis and Programming Certificate (SEPE - 140h.), DATA MINING BUSINESS INTELLIGENT Certificate (SEPE - 40h.) Applied MACHINE LEARNING Certificate using PYTHON (SEPE - 150h.).
- 2021 ITIL 4 Foundation Certificate, courses: DEVOPS, AGILE, ACRUM, AWS, AZURE, SERVER 2016, MICROSOFT 365 administration.
- 2019 – 2020 Course Installation and use of FREENAS as a data and multimedia server.
- 2017 – 2018 SAP SD course and English course.
- 2015 – 2016 Installation of SAP Netweaver 7.0 with SQL server 2008 on a Windows server 2003, in Virtual Box. Own server with Cpanel.
- 2015 – 2015 SAP MM course.
- 2014 – 2015 ENGLISH course at Cambridge School Level B1.
- 2006 – 2006 COMPUTER NETWORK course (100 hours).
- 2005 – 2005 INTERNATIONAL TRADE SPECIALIST Course (334 hours).
- 2005 – 2005 IT TECHNICIAN Course (509 hours + 200 hours of non-working practices in companies).
- 2004 – 2004 GERMAN course. (40 hours)
- 2004 – 2004 COMPUTER LANGUAGE HTML course (60 hours).
- 2002 – 2002 3D DESIGN course (50 hours).
- 2002 – 2002 TEXT PROCESSOR Course (40 horas).
- 1992 – 1995 General Certificate of Secondary Education.

## Languages

Spanish	Native	
Valencian	Native	
English	Intermediate	B1 in Cambridge University
Portuguese	Intermediate	More than 2 years working in Lisboa

## Work experience

- 2019 - Present Maintenance, repair, implementation of computer systems, CCTV, telephone services, networks, touchscreen scales, electronic payment,... in more than 40 stores in Alicante and Murcia. Trainer.  
**MasyMas Supermercados Fornés**

- 2017 - 2018 Maintenance and repair of computer systems, telephone services and networks in Mercadona, Renfe, Bankia, Gross Mercat: HP servers, CISCO switches, laptops, printers, boxes, scales, Ipad, PDA terminals, electronic payment. (Wincor, Intermec, Ingenico, Dibal...)  
Software: Windows 7, Redhat, Navision,...  
Lexmark Technical Certificate.  
**COS Mantenimiento**
- 2014 – 2016 Administration, maintenance, repair, implementation of the Computer Systems and networks of the Inca Regional Hospital, both hardware and software: networks, Microsoft Office, Remote desktop Connection Manager, Printers, OTRS, PCs, servers and medical material (spirometers, systems ICU monitoring, neonates, X-ray computer,...).  
Administration systems: Windows Server 2012, Sharepoint, Active Directory, VMware, PHPMyadmin, installation certificates, DHCP, active directory.  
**DMSTI**
- 2014 - 2016 IT Support Assistant Hewlett-Packard Commercial Computers at Sitel. Technical Support for companies: we offer support to Technicians and users from simple software configurations (HP Support Assistant, driver installation, Operating System errors, driver errors, Operating System updates (Windows XP to Windows 10), BSOD, study of Logs created with Image Diags for total analysis of the system (software and hardware), Tests and verification of hardware, analysis of hardware errors detecting the failure explaining the steps to follow to identify the failure and simplify it as much as possible to send a single part and this shipment, either with a technician or without a technician, solve the fault. Warranty check. DOA documents (unit replacement)  
Hardware and software trainer.  
Remote assistance with Log Me In.  
Dispatcher: Review incidents created by colleagues to confirm the exact part to be sent through the SR-DASH platform, search for an area partner to notify the incident and send the part to the partner so that the field technician can proceed with the repair.  
CE Assist: Help Onsite technicians in cases of problems such as motherboard tattooing, incidents not solved either by part DOA or by any other situation that may arise.  
**SITEL**
- 2007 – 2014 Computer Technician, customer service, purchases and sales, web creation. IT trainer.  
Import of electronic products and online sales.  
Maintenance, repair and installation of desktop computers, laptops and printers ( software and hardware ). Maintenance and installation of wired and wireless networks. Server 2003 configuration. Web page design.  
Software: Dreamweaver, Filezilla, CuteFtp, Photoshop, Corel Draw, Notepad++, Illustrator, Oracle Virtual Box, Windows 98 to Windows 8, Prestashop, Oscommerce, Wordpress, Joomla, HTML, PHP, Mysql, Roundcube, Microsoft Office, Classicges, Sage, own server with Direct Admin Panel, maintenance and configurations.  
**Owner Computer Store - Valsab.**
- 2005 – 2009 Computer Technician, customer service, sales, web creation.  
Maintenance, repair and installation of desktops, POS, laptops and printers of all brands (software and hardware). Cloning of RAID systems and installations. Maintenance and installation of wired and wireless networks. Server 2003 configuration. Web page design. Software: Dreamweaver, Filezilla, CuteFtp, Photoshop, Notepad++, Virtual Box, Windows 98 to Windows 7, Prestashop, Oscommerce, HTML, PHP, Microsoft Office, Classicges, Sage.  
**P&D Informática**
- 1997 – 2005 Other jobs in which I was in charge of up to 27 people.