

Carpinelli Alejandro

Application Support Analyst | SQL

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PROFESSIONAL PROFILE

L1 and L2 Application Support Analyst and Full Stack Web Developer with hands-on experience in incident diagnosis, ticket management, and relational database administration within multinational retail and consumer goods environments. Specialized in troubleshooting, log analysis, and SQL queries across PostgreSQL, MySQL, and SQLite. Combined background in operational leadership, process management, and financial analysis. Trilingual profile fluent in Spanish, Portuguese, and French.

PROFESSIONAL EXPERIENCE

LATAM Application Support Analyst

MC1 | São Paulo, Brazil May 2025 - Present

- Provided L1/L2 technical support for critical mobile and web apps in retail and mass consumer goods (Heineken, Bydsa, Grupo Herdez).
- Conducted incident diagnosis, log analysis, and SQL queries in PostgreSQL, MySQL, and SQLite to ensure operational stability.
- Handled ticket management in Jira Service Desk, conducted weekly client follow-ups, and performed functional testing of new features alongside the Engineering team.

Kitchen Sub-Chef & Operational Lead

Monky Bar Restaurant — Bouchemaine, France March 2023 - March 2025

- Promoted to Sub-Chef within 6 months; directed kitchen operations for peaks of up to 200 covers per weekend, operating entirely in French.
- Managed purchasing, inventory, and supplier negotiations, optimizing costs and reducing waste.

Independent Technical Analyst

Freelance Technical Support — Buenos Aires, Argentina November 2021 - December 2024

- Provided autonomous support focused on SQL database optimization and error resolution in web applications.
- Volunteered at Scouts of Argentina: software testing, user training, and deployment of the Cruz del Sur Management System.

Traffic Operations Supervisor

Government of the City of Buenos Aires — Buenos Aires, Argentina November 2016 - February 2023

- Coordinated and supervised a public-way team of 20 field agents, managing traffic control and operational deployments.
- Handled daily logistic planning, managed service disruptions, and enforced regulatory compliance.

Other Experience

Sr. Finanzas Controller ICRO Novartis Laboratory | Buenos Aires, Argentina - *February 2014 - December 2016*

Admin Supervisor & Collections - Cerviño 3800 / Diseños JERY SRL | Buenos Aires, Argentina - *July 2009 - December 2014*

SKILLS

- **Support & ITSM:** L1/L2 Support, Jira Service Desk, ServiceNow, Troubleshooting, Log Analysis, SLAs, Testing.
- **Databases & Dev:** SQL, PostgreSQL, MySQL, SQLite, HTML, Python, JavaScript, Git, Google Apps Script, Cloud.
- **Management & Languages:** Administrative Management, Team Leadership, Customer Request Handling, Information Management, Cash Flow Control, Account Auditing. Spanish (Native), Portuguese (Advanced), French (Professional), English (Intermediate).

EDUCATION - LEADERSHIP - WEB

- **Master in Full Stack Web Development:** ConquerBlocks (Spain / Remote, 2024)
Node.js, PostgreSQL, HTML5, JavaScript, Next.js
- **Perito Mercantil (Commercial Expert Degree):** Inst. Redemptrix Captivorum |
Buenos Aires, Argentina
- **Volunteer Leadership:** Scouts of Argentina (2008-2023)
Group Leader and District Director (15+ years)



Alejandro Carpinelli
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