



CURRICULUM VITAE

CONTACT

623 03 54 84

gueraupaneque@gmail.com

Barcelona / Girona

LinkedIn: Guerau Paneque Pou

LANGUAGES

Spanish — Native

Catalan — Native

English — High / Conversational

SKILLS

Ticket Management

Access Control

Windows / Unix / macOS

Troubleshooting

Database Management

Hardware Configuration

N8N / Workflow Automation

Atlassian (Jira / Jira Assets)

AI Agent Development

STRENGTHS

Autonomous learning

Problem solving

Team work

Easy adaptation

Motivation for professional development

Guerau Paneque i Pou

IT Technician / AI & Automation Specialist

IT professional with a background in technical helpdesk and systems maintenance. Starting in ServiceOps, I handled daily hardware, software, and access troubleshooting, which naturally led to my current role as an AI & Automation Specialist. Today, working in a highly AI-driven environment, my work is dedicated to improving Employee Support and building internal tools. I develop AI agents and automated workflows using N8N to connect third-party applications. With a programming foundation from 42 Barcelona, I focus on writing clean logic to create practical, everyday solutions that make internal IT operations smoother. Alongside my daily work, I actively continue studying and completing courses to keep expanding my technical skill set.

PROFESSIONAL EXPERIENCE

AI & Automation Specialist Dec. 2025 – Present
Leadtech

- Process automation with N8N across a wide range of providers and applications.
- Development of AI agents for technical support assistance.
- Work with Atlassian (Jira, Jira Assets) for ticketing and asset-management integrations.
- Design and maintenance of automated workflows connecting internal and third-party systems.

ServiceOps Support Jun. 2025 – Dec. 2025
Leadtech

- Ticket management and technical support across internal systems.
- Access control and hardware/software troubleshooting.

IT Technician Internship Nov. 2022 – May. 2023
Ajuntament de Banyoles

- Customer service and computer equipment repair.
- Active Directory administration.
- Creation of documentation and inventory management.

Maintenance Technician Jun. 2021 – Sept. 2021
Punt de fuga, S.L.

- Equipment maintenance, repair, and inventory management.

STUDIES

Programming — 42 Barcelona 2024 – 2025

1º Cross-platform Applications — IFP Online, Barcelona 2023 – 24

2º Microcomputer Systems — INS Pla de l'Estany, Banyoles 2022 – 23

1º Microcomputer Systems — INS Bosc de la Coma, Olot 2021 – 22

CERTIFICATIONS / COURSES

Automatización de Procesos y Flujos de Trabajo con IA — Fundación Estatal / Leadtech (13h, Jan. 2026)

Anthropic Partner Starter Course — Anthropic