

Ricardo Ramirez

New York, NY

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OBJECTIVE: Experienced IT professional with a strong background in programming, IT repair, networking, and cyber security. With a total of 7 years of combined professional and freelance experience in the IT industry, I am dedicated to continuously expanding my knowledge and skills.

EDUCATION

August 2021 – Present

John Jay College of Criminal Justice, New York City, New York
Bachelor of Science, Computer Science & Information Security

EXPERIENCE:

LHRIC - Harrison, NY

February 2023 – Present

JR. Network Specialist

- Assist with the troubleshooting and maintenance of LAN and/or WAN connectivity
- Provide timely technical support through the Service now ticketing system, adhering to SLAs.
- Install and configure laptops, peripherals, printers, servers, and network equipment.
- Install and configure software

Geek Squad - Midtown Manhattan, NY

June 2022 – February 2023

Help Desk Agent

- Provided consultation for clients dealing with issues related to hardware and software
- Diagnose issues with devices and providing the correct solutions to resolve the issue.
- Managing client database, querying, editing, and creating client information.

Spectrum Internet repair representative - Middletown, NY

December 2020 – August 2021

Customer Service Rep

- Provided customer support for internet and phone related issues.
- Supported and troubleshooted installation and setup for internet equipment.
- Assist installing antivirus software on laptop/desktop systems

Mount Saint Mary College - Newburgh, NY

January 2020 - May 2020

Student Help Desk Agent

- Responsible for transporting technology equipment to campus events, also ensuring technology equipment on sight was working properly.
- Organize and maintained accurate records for the support center inventory, which included laptops, cables, etc.
- Assisted the support center staff with day-to day operations.

Cornwall District - New Windsor, NY

May 2019 - August 2019

Information Technology Intern

- Replace Hardware equipment
- Upgrade & update software

Technical Skills:

- **Operating Systems:** Windows 7 & 10, Linux (various distributions)
- **Programming:** Python, C++, Bash, HTML, CSS, SQL
- **Software:** Active Directory, VMware, Vscod, Cloudflare, Putty, Wireguard/Cisco VPN, Putty, Proxmox, Microsoft application Suite, Remote access tools, FTP applications
- **Hardware:** Troubleshooting, repairing, Diagnosing, Documentation