Angel Ramos
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Objective   To obtain a challenging position in the field of Computer Programming and Information Systems, where I can utilize my technical skills and knowledge to contribute to the success of the organization and enhance my professional growth and development.

Summary
- Solid communication, interpersonal, presentation, customer service skills
- Leadership skills; able to interview, train, motivate, supervise, and help others
- Detail oriented; organizational, planning, time-management, follow-through skills
- Critical thinking, analytical, problem solving, troubleshooting skills
- Excellent skills in designing, coding, testing, implementing customizations to exceed customer expectations
- Solid understand of media business and associated business models
- Strong ability to understand, structure and negotiate business agreements/contracts
- Skilled in Accounting, Systems Analysis and Design, Management Information Systems
- Able to work independently and as a cooperative team member

Technology Skills
- MS Word, Excel, PowerPoint, One Note, Outlook, Access; Skype for Business
- Python, C++, Linux, Java Programming, Amazon Web Servers, Virtualization, Cloud Computing, PHP, CSS, C#, Cobol, Microsoft SQL
- Unix Operating System, Database System, Data Communications, Information Security

Education   **B.S. Degree Program in Computer Program and Information Systems**
Farmingdale State College, Farmingdale, NY
GPA 3.21, Dean's List, anticipated graduation (May 2023)

Relevant Courses
- BCS160 - Computers Society & Technology
- BCS120 - Foundations Computer Prog I
- BCS230 - Foundations of Computer Prog II
- BCS301 - Systems Analysis & Design
- BCS300 - Management Information Systems
- BCS360 – Programming in SQL
- BCS350 – Web Database Development
- BCS130 – Website Development 1

Relevant Employment Experience

IT technician, IT Department (05/18/22- 08/17/22)
Hirani Engineering & Land Surveying, P.C., Hicksville, NY
- Provided technical support by fixing, setting up, arranging, and cleaning computer and computer parts around the office
- Troubleshot errors on computers and laptops to ensure optimal performance and minimal downtime.
- Gained experience and knowledge in land surveying to better understand the company's business operations.
- Attended and led company meetings to communicate important technical updates and issues to team members and management.
- Worked on an inventory application project to enhance the company's inventory management system and streamline operations.
- Managed and resolved tickets daily to ensure timely and effective resolution of technical issues.

Help Desk Analyst, Faculty Department (02/13/23 – 06/30/23)
CoreBTS, Wyandanch Union Free School District, Wyandanch, NY
- Provided technical support to faculty and students, troubleshooting, and repairing broken Chromebooks.
- Managed inventory of Chromebooks and other tech-related items
- Administered user profiles through school system and applications.
- Managed daily tickets and provided remote support for computer issues.

Employment Experience

<u>Meat Worker, Meat Department</u> (10/02/21 - 11/01/21)

Whole Foods, Commack, NY

• Managed inventory, losses, and supply orders

• Maintained neatness and cleanliness of main meat area.

• Keyholder: Closed store at end of day