

MARIELA RAMOS VILA

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OBJECTIVE

To apply my knowledge, skills, and experience to contribute to the company's goals, thereby supporting my personal growth

EDUCATION

Graduated of Master in Administration

March 2003 - December 2004

National University of Central Peru, Huancayo, Peru

Bachelor of System Engineering

March 1995 - December 1999

National University of Central Peru, Huancayo, Peru

WES Credential: Bachelor of Computer Systems Engineering - Reference Number: 3209151

EXPERIENCE

Specialist in Computer Operations

September 2011 - December 2015

ONPE - National Office of Electoral Processes, Lima, Peru

- Carefully planned and organized the activities of Computer Centers, which were implemented to administer the results of each Electoral Process in Peru by estimating quantity and size
- Executed and supervised the help desk office to ensure an efficient support of the Computer Centers
- Monitored the Computer Center's progress since its habilitation to disablement
- Planned and managed projects aligning company's goals that allowed to use technology solutions to drive process improvements

Supervisor of Computer Operations

July 2010 – August 2011

ONPE - National Office of Electoral Processes, Lima, Peru

- Trained and supported staff on how to organize and manage the help desk and Computer Center
- Supervised and ensured good service for associated companies, which assisted with the logistics of the Computer Centers
- Organized reports and provided frequent communication regarding the progress of the activities in the Computer Centers

Help Desk and Supervisor of Computer Centers

May 2010 – June 2010

ONPE - National Office of Electoral Processes, Lima, Peru

- Supervised the management team and the progress of activities in the Computer Centers
- Adequately and effectively managed and solved problems reported from the Computer Centers
- Provided thorough training for managers of Computer Center

Manager of Computer Center

October 2008 – December 2008

ONPE - National Office of Electoral Processes, Lima, Peru

- Organized and managed the activities in the Computer Center of Huancayo city
- Hired, trained and supervised the activities of data entry employees, ensuring the transparent and respect for the results at the polling table
- Managed reports and provided frequent communication regarding the progress of the result of the local election

Data entry

October 2007 – February 2008

ADECCO, Lima, Peru

- Organized and entered the information such as name, address, telephone number, etc of Eli Lilly and Company's clients from Microsoft Excel into a database
- Provided reports about the progress of the activities

Manager of Computer Center

January 2006 – July 2007

ONPE - National Office of Electoral Processes, Lima, Peru

- Organized and managed the activities in the Computer Center of the city that was assigned by the central office during some elections, those cities included Tacna, Bagua, Barranca, and Lima
- Hired, trained and supervised the activities of data entry employees, ensuring the transparent and respect for the results at the polling table
- Managed reports and provided frequent communication regarding the progress of the result of the local election

Network Administrator - Teacher

March 2003 – December 2005

Saint Peter College, Huancayo, Peru

- Responsibly managed the college's network and repaired and upgraded network and computer systems
- Interactively, patiently and kindly taught courses such as Networking, Database, System Analyse and Software design to first and second year college students in Computer Science
- Participated in the update of the computer technical career curriculum

Network Administrator

March 2003 – December 2005

Intersys College, Huancayo, Peru

- Carefully managed the college's network and prepared the computer systems according of the requirement of teachers
- Provided technical support to network and computer systems
- Led solutions that involved process automation, and functionality enhancement

SKILLS

Detail oriented, ability to work in fast-paced and stressful environment

Good logic and independent thinking with analytical and problem-solving abilities

Solid experience in planning and organization

Proactive and hard-worker

SOFTWARE SKILLS

Strong knowledge in the use of Microsoft Office

Knowledge of Microsoft Visio,

Knowledge of help desk software: Aranda and Jira Service Desk

Basic Knowledge of Java Script, SQL, HTML

Basic knowledge of automated testing by using Selenium Software