

Jose Ramirez Ceballos

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Skills:

- Microsoft Office Suite
- Google Drive
- Active Directory
- Imaging and Provisioning
- Reverse Logistics
- Bilingual (Spanish)
- Delivery preparation
- Inventory management
- Audit Prep/ Auditing
- Detail Oriented
- Communication
- Casper Suite / JAMF

Work Experience:

Connections/ Workday | Pleasanton, CA

March 2020- Present

Inventory Deployment Tech/ Reverse Logistics Tech

- Deploy computer peripherals as well as iPads for new hires and users in the United States, Canada and Asia. Assist with inventory count and intake.
- Reaching out to users to ensure the safe return of company assets. This includes initial reach out, delivery of recovery carton and scheduling pick ups with FedEx.
- Weekly audit and audit prep to ensure that there is no missing or misplaced assets as well as audit remediation if needed.

Compucom/Salesforce | San Francisco, CA

May 2019- March 2020

Tech/Gatekeeper

- Image and Provision laptops and desktops for New Hires for all the US, Uruguay, and Argentina locations. Completing an Average of 50 New Hire cases per week. Including remote, local swaps, desktop deployments.
- Troubleshoot alongside Techbar and Engineers to help resolve user issues, be it single user issues or global issues.
- Maintaining excellent customer service to New Hires and Managers with quick responses and resolutions.

December 2017 - May 2019

Material Analyst

- Track and receive assets such as computers and peripherals, once received update assets to the correct location. Assuring assets have been updated to the correct location is key in keeping track of all assets. Leading our Logistics team having zero missing assets during Audits.
- Reach out to labs to schedule and pick up repairs, legal hold, and end of life assets. Also assisted with scheduling of computer and HDD disposal.

REFERENCES

Amandeep Chayra

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