

Ramon Rivera

Maywood, CA, 90270
(323) 518-9855
rrivera5611@gmail.com

Experience

NOVEMBER 2017- PRESENT

County of Los Angeles Public Library Headquarters- Student Worker, IT

- Creating and ingesting metadata for scanned files using Photoshop and CONTENTDm
- Assist IT staff to provide hardware and software support to employees at libraries and in-office
- Help Desk duties which involved assisting IT support remotely for library employees
- Prepare and maintain equipment which is distributed to 89 libraries in LA County

MARCH 2020- AUGUST 2020

California Department of Veteran Affairs- Office Technician/Staff Scheduling

- Prepared nursing schedules for weekends to confirm that CDPH standards are met
- Replaced sick calls as need to ensure adequate care for California Veterans
- Reviewed and tracked nursing staff's overtime and time off requests and provide staffing to cover said requests

DECEMBER 2018- JUNE 2019

Fresh Griller - Team Member

- Interacted with customers as cashier and cleaning crew to ensure best service possible
- Cooked and prepared food and checked that they were at a safe temperature to give out to customers
- Worked as part of a team to ensure that the restaurant had a smooth workflow

JUNE 2014 - NOVEMBER 2017

KFC- Shift Supervisor

- Tasked with counting the store's inventory and daily sales, as well as interacting with customers to certify they are satisfied with service
- Managed up to six team members to ensure smooth shift
- Ensured that prepared food and overall facility was up to sanitation and health standards

Skills

Computer: Microsoft Office, Proficient in C++, Java, Typing speed of 65 WPM

Language: Fluent in English and Spanish (Written and Spoken)

Certifications: CompTIA A+ Certified, CPR Certified

Education

Bachelor of Science, Information Technology

EXPECTED MAY 2022

California State University, Dominguez Hills; Carson, CA