

Ralph Ramos

702.460.2797 | Las Vegas, Nevada 89032 | ralphramos702@gmail.com

SKILLS

- Active Directory
 - Communication
 - Customer Service
 - Follow Up
 - Organization
 - Problem Resolution
 - Ticketing System
 - Troubleshooting
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CERTIFICATIONS

CompTIA A+	Issued: November 2020
CompTIA Network+	Issued: December 2020
CompTIA Security+	Issued: June 2021
CompTIA Project+	Issued: September 2021
AWS Certified Cloud Practitioner	Issued: July 2021
ITIL 4 Foundation	Issued: May 2021
Linux Essentials	Issued: September 2021

EDUCATION

Bachelor of Science, Information Technology (111/121 Credits completed)
Western Governors University 2021

EXPERIENCE

Las Vegas Paiute Tribe Las Vegas, Nevada **03/2021 – Current**
IT Technician

- Diagnose, repair, and maintain hardware and software components to ensure the smooth running of computer systems.
- Assist new hires during the onboarding process to ensure their IT issued equipment functions as planned.
- Responding to queries either in person, on the phone, chat or via email.
- Replacing and cloning Hard Drives to Solid State Drives.
- Mapped drives to employees to access resources shared on a local network.
- Diagnose and set up printers with scans folders for new employees.
- Manage security policies and protection through Sophos Central.
- Updated new Windows Server, migrated all files and joined users to the new domain.

Arma Global Corporation, General Dynamics Company Remote

02/2021 – 04/2021

Help Desk Technician

- Developed an understanding of usage with Freshdesk ticketing system.
- Monitor incoming service desk tickets, track incidents, and troubleshoot issues.
- Conduct troubleshooting to resolve IT-related and application issues for 500+ users
- Provide clients with information on available upgrades and troubleshoot computer related problems.
- Create and manage end user accounts using Active Directory.

LMC Aurora Diagnostic Las Vegas, Nevada

02/2016 – 03/2021

Lab Assistant

- Established an understanding of Laboratory Information System while providing technical system support and help to the Pathologist on site. (15% increase on turn-around time)
- Efficiently recorded, evaluated, and managed patient information into the electronic medical record system in a timely manner. (minimized information errors for the year by 25%)
- Comply with the correct procedures, policies, and health and safety regulations.
- Keep laboratory supplies accurate by inventory, placing orders and verifying receipt.

Trump Hotel Las Vegas, Nevada

12/2014 – 02/2016

Valet Attendant

- Developed a relationship with hotel guests while anticipating their needs and providing support while resolving any issue. (contributed to a 30% increase of likeliness for guest to return)
- Greet all guests in a courteous, friendly, and professional manner while providing assistant.
- Answer guest questions about hotel amenities and provide information and support about local businesses or attractions that may be of interest. (handle 50+ customer interactions per day, giving detailed, personalized, friendly & polite service to ensure customer retention)

Robert Wayne Footwear Las Vegas, Nevada

06/2008 – 12/2014

Sales Associate

- Assisted with employee development by providing training on POS, counseling, performance appraisals, and promoting teamwork. (6 years of experience in customer service)
- Managed inventory control and met yearly goals. (reduced inventory discrepancies by 18% for the year)
- Implemented new plans and visual placement of merchandises. (surpassed the company's annual revenue target by 20% through constructive and successful customer service)
- Assist customers with returns, purchasing, answer questions and providing solutions and support for all their needs. (score over 90% from the Secret Shopper Review, providing outstanding customer service)