

# ► Grisko Ramirez

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## Objectives

Diligent support specialist with strong knowledge of Hardware, Software and Network Administration with 4+ years' experience with medium connectivity service agency. Obtained highest grade in build spec (100%) and quality (98.3%). Seeking to further IT career by growing with your team of professionals.

## Education

**Bachelor of Technology in Thermoenergetic** (July 1995)

**Achieved certification on ISO 9000/9001** (February 1997)

**Hardware and software Technician** (July 1999)

**Network Administrator** (March 2001)

## Experience

General Manager and IT Technician (September 2011 – Present)  
PCCM3 INC

Recruiting; training and supervising staff; ensuring compliance; overseeing stock levels; ordering or buying supplies; promoting and marketing; making improvements, customer service. Installing, Troubleshooting POS systems, Networks, WIFI.

Personal assistant (November 2006 – February 2011)

Time and daily management; scheduling of meetings; driver; correspondence; computer office work, customer service.

Network Administrator (March 2001 – October 2006)  
COPEXTEL, SA

Performs upgrades; securing, installing and configuration of servers; logs analysis; problem solving.

Hardware and Software Technician (July 1999 – March 2001)  
COPEXTEL, SA

Implementing control rules; daily work report; fixing, backups, upgrading and troubleshooting PCs.

## Skills

- Exceptional understanding of computer hardware, router, switch, operating systems and applications.
- Quick and accurate diagnosis of network problems. Terrific knowledge of software, backups and update rollouts.

