Ramiro Maldonado

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LinkedIn

Objective

In today's overly saturated and competitive market, companies all around the world are looking for ways to stay one step ahead of their competition. Using my extensive technological background and years of business management experience, I understand what companies need in order to stay on top of their industries while keeping budgets in mind. I take pride in finding the right solution for every business' needs.

Skills & Abilities

- Fluent in Spanish
- Advanced in MS Excel, Word, Power point
- MAC OSX Experience
- Computer/network troubleshooting
- Windows server 2008 Active Directory
- Able to grasp concepts quickly
- Strong Customer service skills
- Proactive
- Inventory experience
- Knowledge of domains
- BMC Remedy knowledge with strong experience
- Managerial experience.
- Marketing experience.
- Great at budgeting and cost savings
- Strong communication skills
- Strong desire to learn
- Self-Starter
- Works well with a team
- Proficient with all Windows Operating Systems
- Knowledgeable in VMware
- Practicing network installation using cisco packet tracer program
- Some Java and C++, visual basic programming
- Office 365
- Network cabling
- Goal Driven
- Advanced understanding of QuickBooks and Sage 50 products.
- Accounting knowledge.

Experience

SYSTEMS ADMINISTRATOR | UNIVERSAL SURVEILLANCE SYSTEMS | JULY 17 – OCTOBER 17
Laid off/ Company filed BK

- Proactively stay up to date on new technology breakthroughs, concepts, and events, to maintain environment up to date and secure against new and existing threats.
- Maintain both physical and virtual servers, including OS updates and patches.
- Maintain Virtual servers consisting of Microsoft Server 2008 & 2012 with various roles such as IIS, DCHP, DNS, Active Directory, Print Servers, File Share Servers, etc.

- Design and implement regular scheduled server maintenance.
- Manage VOIP phone system.
- Maintain and enhance existing systems. Systems analysis design and debugging of new systems.
- Trouble-shoot problems with existing systems.
- Test and maintain network integrity through different forms.
- Report and update the status of projects and work assignments.
- Proactively learn and utilize new technologies, concepts and procedures as appropriate to project requirements.
- Provide technical input to other areas and gather technical data from outside organizations.
- Plan and execute testing and implementation of major systems.
- Contribute to project plans and support their implementation.
- Develop, implement and test all system implementations within customer area or within information technology.
- Administer internal business systems' functionality, workflows, user roles, user creation, and access controls.

HELPDESK ANALYST | UNIVERSAL SURVEILLANCE SYSTEMS | SEPTEMBER 16 – JULY 17
- Manage Helpdesk ticketing system and resolves support requests within a timely manner.
- Identify the source of operating problems, including hardware and software for computer systems, accounting and other business systems; analyze and assess the nature and degree of the problem and implement or recommend corrective action.
- Troubleshoot and solve network connectivity involving local and wide area networks.
- Manage ongoing technology support to the business for all necessary systems to function properly.
- Identify and procure the hardware and software needed to satisfy user requirements.
- Install hardware and peripheral components such as monitors, keyboards, printers and disk drives on users' premises.
- Load appropriate software packages such as operating systems, networking components and office applications.
- Assist in the customization and adaptation of existing programs to meet users' requirements.
- Provides telephone, in-person and online support to end-users.
- Coordinates activities with network services and information systems groups.
- Provide updates, status and completion information to manager and/or users, via voice mail, e-mail or in-person communication.
- Refer major hardware problems to service personnel for correction.
- Connect users to networks and provides initial training in facilities and applications.
- Administer e-mail and anti-virus systems.
- Rotate daily back-up media.
- Assist in research and procurement of computer accessories and supplies.
- Own IT equipment life-cycle management, mitigation of software licensing, subscriptions and services that are cost associated with end users or departments.

TIER 2 HELPDESK | TIRES WAREHOUSE INC | APRIL 16 – AUGUST 16
- Researched, evaluated, and implemented new Help Desk system.

- Main point of contact for IT team.
- Overlooked Help Desk system and escalated tickets to MSP.
- Researched and helped plan multilocation network configuration after comparing MPLS vs VPN.
- Researched, configured and deployed Windows Server 2012 R2 print server.
- Supported multiple offices throughout California which included scheduled visits for onsite support and maintenance.
- In charge of procurement for IT department.

IT CONTRACTOR | SELF EMPLOYED | MAY 15 – CURRENT
- Evaluated and made recommendations to small business to help boost productivity, reduce costs, improve procedures, etc.
- Replaced legacy hardware with new computers for workstations and point of sales.
- Assisted in issues with accounting software such as Quickbooks and Sage50 (formally Peachtree).
- Started and trained business owners on how to use social media platforms as marketing outlets.
- Implemented and maintained backups for various software.

IT MANAGER | SUPERIOR ELECTRICAL | SEP 14 – MAY 15
- Point of contact for all IT needs ranging from procurement to helpdesk.
- Prepared new hire equipment from tablet to workstations and loaded the appropriate software based off individual's roles and needs.
- Processed terminated employee's equipment and accounts.
- Managed Office 365 hybrid environment.
- Managed Active Directory, DHCP/DNS, RDP, file share, print server and more on Windows 2008 and Windows Server 2012.
- Researched and implemented new $118,000 IT infrastructure upgrade ranging from servers to SAN units.
- Helped troubleshoot CRM/ERP software that was half implemented.
- In charge of 4 locations and their equipment ranging from Southern California to Northern California.

TECH SUPPORT | ACCUPOS | JUNE 12 – JUNE 14
- Troubleshot C++ based Point of Sale program.
- Helped customers design software based on their business' needs.
- Helped configure point of sale program to integrate with various account programs such as Quickbooks, Sage 50, Sage 100, and more.
- Supported Access based databases.
- Main point of contact for QA for newly designed Android app.
- Lead Support team in number of most closed cases without callbacks for two years straight.
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