

# Ralph Ramos

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

---

## SKILLS

- Active Directory
  - Communication
  - Customer Service
  - Hardware
  - Microsoft Office 365
  - Ticketing System Zendesk
  - Troubleshooting
  - Windows 7-10
- 

## 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**  
*Western Governors University 2021*  
GPA: 3.56

---

## EXPERIENCE

<b>Las Vegas Paiute Tribe</b> Las Vegas, Nevada	<b>03/2021 – Current</b>
IT Technician	
<ul style="list-style-type: none"><li>• Diagnose, repair, and maintain hardware and software components to ensure the smooth running of computer systems.</li><li>• Assist new hires during the onboarding process to ensure their IT issued equipment functions as planned.</li><li>• Responding to ticket queries with Zendesk either in person, on the phone, chat or via email.</li><li>• Replacing and cloning Hard Drives to Solid State Drives.</li><li>• Mapped drives to employees to access resources shared on a local network.</li><li>• Diagnose and set up printers with scans folders for new employees.</li><li>• Manage security policies and protection through Sophos Central.</li><li>• Updated new Windows Server, migrated all files and joined users to the new domain.</li></ul>	

**Arma Global Corporation, General Dynamics Company** Remote  
Help Desk Technician

**02/2021 – 04/2021**

- 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 urora Diagnostic** Las Vegas, Nevada  
Lab Assistant

**02/2016 – 03/2021**

- 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  
Valet Attendant

**12/2014 – 02/2016**

- 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  
Sales Associate

**06/2008 – 12/2014**

- 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)