

RAMON RAMIREZ



A highly resourceful, flexible, innovative, and enthusiastic individual who possess a considerable amount of knowledge regarding administrative, office procedures, technical and mechanical experience. A quick learner who can absorb new ideas and is experienced in coordinating, planning and organizing a wide range of administrative activities. Dedicated and focused individual who excels at prioritizing, completing multiple tasks simultaneously and following through to achieve project goals. More than 13 years of experience in fast-paced office settings, credited with combining operations, customer service, and team leadership expertise to support organization’s mission, vision and values. Innate ability to build rapport with clients and colleagues and succeed in high pressure, challenging, and deadline-driven environments. Bilingual proficient: English and Spanish. Advanced in Microsoft Office Suite, Adobe Illustrator, and Simplify 3D and Cura.

# Relevant Experience

## IT HELP DESK ANALYST 2019 - 2020

**VALLARTA SUPERMARKETS–** Resolve customer issues, providing customer service to ensure satisfied customers. Provided level 1 & 2 support for all store hardware/application issues with software such as Microsoft suites, AS/400, Vocollect and OnBase systems. Performed hardware and software installations. Closed 95% of trouble tickets on the first call without escalation. Set up secure WiFi, LAN, and VoIP networks at remote locations, leading client/server configuration and performance-tuning of crucial infrastructure to ensure seamless business operations.

## MACHINE PROGRAMMER 2016 – 2017

**JABIL, INC. –** Provided real-time telephone support for Jabil’s customers, regarding installation, performance and general maintenance questions related to their 3D Printers. Performed repairs and troubleshooting for Hewlett Packard 3D printers, both via phone and at the customer's location. Updated and maintained the customer database, including detailed documentation of every service provided. Consistently met or exceeded service goals and metrics (response time, cases resolved, follow up, etc.)

## DESKTOP SUPPORT TECHNICIAN 2015 - 2016

**WYRESPEED –** Handled desktop support issues within various sites. Kept various companies up and running on Windows 8. Assisted with various software installations and updates. Provided assistance to employees on any technical concerns.

## COURIER 2014 - 2015

**FEDEX -** Operated FEDEx’s vehicles to pick-up/drop-off packages. Provided coverage for all assigned routes within the service area. Provided exceptional customer service. Reliable in delivering freights from distribution centers to all local airports in the Los Angeles Metro Area. Pick Ups, Sort Handling, Shuttle Freight from distribution to airports.

## ACCOUNT MANAGER 2000 - 2013

**GJ SULLIVAN CO. –** Analyzed insurance submissions to determine if they fall within program guidelines. Made decisions on declinations and quote accordingly. Created and sent out renewal solicitations. Coordinated claims reporting and loss runs processing. Binded andGenerated invoices and policy issuance as well as service endorsement processing, policy corrections and completed inquiries.

# Certificates

Technician, HP 3D Jet Fusion Printers \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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