**MANASES RAMOS**

mana.ram.1974@gmail.com ∙ 503-970-7467

Highly Motivated Network Administrator with a history of success in delivering System and Network Administration and Information Technology Support to internal and external clients.

**SUMMARY OF QUALIFICATIONS**

* Self-driven IT professional with proven record of cutting costs and increasing efficiency through excellence in system / network administration and telephone / desktop support.
* Analytical troubleshooter able to resolve issues quickly and restore productivity.
* Demonstrated history of working well under pressure with strong time management and prioritization skills.
* Team player, always willing to put in the time and effort to achieve exceptional results.
* Quick learner able to pick up and apply new technologies rapidly.
* Outstanding interpersonal, communication, and documentation skills.
* Bilingual in Spanish and English.

**PLATFORMS AND TOOLS**

* Software: Cisco Call Manager, Microsoft Office (Word, Excel, Outlook, PowerPoint), SDWAN, Salesforce.com, Veritas Backup Exec, Lotus Notes, VMware, Anti-virus Systems, Electronic Inventory Systems, Magic.
* Language: QBasic, Cisco IOS
* Operating Systems / Servers: Windows, Linux Ubuntu, Windows Server 2012/ 2008 / 2003, MS-DOS, AS/400
* Hardware: Cisco Routers and Switches, Meraki switches, Gateway, Workstations, Servers, Cabling, BlackBerry, iPhone, Avaya Definity, Audix, Networked Printers, Hubs, Wi-Fi, Ethernet
* Networks: Internet Connectivity, QOS, EIGRP, VPN Remote Access, DHCP, DNS, Windows File Sharing, TCP/IP, WAN/LAN, Ethernet Jack repair.
* Administration Tools: Active Directory, DameWare, LogMeIn, ClarifyCRM

**PROFESSIONAL EXPERIENCE**

**IP TELEPHONY SPECIALIST**

CDK January 17 2011 to Present

* Service desk environment, phone systems for about 250 dealerships.
* Manage Call Manager from version 3.2 to version 8 and Unity voicemail.
* Manage Call Manager Express.
* Manage ADP’s proprietary phone system called Broadsoft.
* Configure QOS, EIGRP, fail over.
* Set up new user phones, voicemail, equipment installs, troubleshoot system issues.
* Set up Cisco routers, switches, and gateways for the phone systems.
* Set up DHCP scopes, VLAN’s, POTS lines, PRI and VOIP.
* Work closely with the PRI provider to troubleshoot any issues.

**HELPDESK** 2010 to January 12 2011

ROBERT HALF TECHNOLOGY Tigard, OR

***Contract job at Optilink from 9/14/2010 to 11/29/2010***

***Contract job at Holiday Retirement 12/3/2010 to 1/12/2011***

* Provided first-level technical support to clients of a medical software developer creating case tickets and assisted in running reports in SQL to Excel.
* Supported over 1700 employees.
* Outlook email set up, new check scanner installation for scanner to PC communication.
* Assisted users with Hardware and software support.
* Management recognition for proactively addressing potential issues during client calls.

**NETWORK ADMINISTRATOR** November 1995 to March 2010

GOURMET AWARD FOODS / TREE OF LIFE Clackmas, OR

* Managed 12 servers, 3,000 desktops, and 245 remote laptops at six different locations, utilizing VPN, providing support for internal and external clients via phone and face to face.
* Troubleshot and repaired workstations, servers, cabling, and software.
* Deployed new laptops, workstations and performed OS, antivirus, and application updates.
* Installed and maintained Internet connectivity, VPN remote access, and network security systems.
* Administered AT&T, Lucent / Avaya Definity G3 phone, Audix voicemail system, Cisco Unity voicemail and Cisco Call Manager 4.1 for 400 users.
* National on-call assistance on a monthly basis.
* Some travel for computer setup, thin clients, printers, wireless systems, routers, and IP phones for trade shows throughout the U.S.
* Tier 1, tier 2, and tier 3 for clients and infrastructure groups.
* Productivity improvement for clients by customizing and integrating software on PCs and laptops.
* Provided product education training sessions for users.
* Managed operating system migration for Microsoft Office 2003 to Microsoft Office 2007 for more than 200 employees.
* Provided cost reduction through vendor research for printing systems via contractual bids. Worked with VP for finalization of purchase.
* Documented inventory of all PCs, printers and other hardware for all locations.

**NETWORK ADMINISTRATOR** 2006 to 2008

KAIPERM NW FEDERAL CREDIT UNION Portland, OR

*Member-owned and operated financial cooperative*

* Set up new users / administered accounts in MS Server 2008, troubleshot / upgraded hardware, rolled out bank software, connected new printers to network, and managed backups.
* Recognized by management for resolving issues quickly and efficiently.

**EDUCATION AND TRAINING**

**MCSE PROGRAM** 2003 to 2004

HEALD COLLEGE Portland, OR

*Coursework: Network Security, Network Communications, Network Maintenance*

**A+ PROGRAM** 2002 to 2003

CONCORDE CAREER INSTITUTE Portland, OR

*Coursework: Computer Service Technician, Technical Support, Troubleshooting Hardware and Software*