Manuel Ramirez

manueldjr1@yahoo.com | GitHub | Portfolio

US Citizen in Sacramento, CA

Education & Certificates

- B.S. in Computer Science from Oregon State University *(Graduated)*
- B.S. in Health Science from CSU Fullerton *(Graduated)*

Skills

- **Languages:** Python, SQL, C++, HTML, JavaScript, CSS
- **Frameworks & Tools:** Flask, React, MySQL, Git, Jira, Pytest
- **Operating Systems:** Windows, MacOS, Linux, Android
- **General:** Software design, implementation, and testing; Technical customer support; Cloud Services (AWS, Azure); Software testing & debugging;
- **Soft Skills:** Bilingual (Spanish | English), Collaborative work and planning, Analytical & problem solving skills

Projects

Web Security Application | PHP, HTML, CSS, JavaScript **|** GitHub Link

- Designed, and implemented an interactive web application to educate users on OWASP Top 10 vulnerabilities, demonstrating exploit and patching techniques
- Applied Agile development principles (Git, GitHub, Jira) with incremental delivery, code reviews, and daily stand-ups
- Strengthened secure coding knowledge by implementing real-world attack simulations (XSS, SQL injection) and secure remediation strategies

Winery Database Interface Application | Python, Flask, SQL, HTML **|** GitHub Link

- Developed a full-stack, CRUD web application for winery inventory management.
- Designed normalized relational database schemas with data integrity constraints and SQL queries
- Integrated backend APIs with a responsive frontend to delivery a user-friendly database management system

Fitness Application | Python, Flask, HTML, CSS **|** GitHub Link

- Designed & implemented a modular application using microservice architecture
- Built using RESTful API design, enabling inter-service communication and scalability
- Applied best practices in distributed systems design

Work History

Medical Support Specialist - Various Clinical Settings | 2017 - Present

- Provided technical support for clinical software (Epic, NextGen, Allscripts, Occusource)
- Maintained, updated, and audited electronic medical records (EMRs) ensuring, data integrity, and HIPAA compliance
- Trained and onboarded new staff in software utilities, hardware use, and workflow best practices.
- Adapted to multiple clinical environments, demonstrating rapid learning of new systems and procedures in high-pressure environments.
- Hands-on patient care and customer service which included client education and problem resolution.

Manager - Burger King | 2014 - 2017

- Supervised daily operations for a team of 5, applying workload management and task prioritization to ensure efficiency and customer satisfaction.
- Delivered front-line technical and operational support, including troubleshooting POS systems, kitchen display screens, and receipt printers.
- Trained and mentored team members on both hardware and software tools to ensure consistent service delivery.
- Managed inventory and timesheet systems, ensuring data accuracy and resolving discrepancies promptly.
- Used problem-solving and communication skills to quickly address service disruptions and workflow issues.