Ramon Baez

774-329-9585 | ramonbaez1358@gmail.com | Ramon Baez Portfolio

SUMMARY

Computer science student with hands-on experience in Java, Python, and C++ development, backend systems (Spring Boot), and AI/RAG applications. Quick learner who builds real-world projects and is seeking an opportunity to apply technical skills and contribute to impactful work.

EDUCATION

Southern New Hampshire University   **Expected Jan 2027**
Bachelor of Science in Computer Science

Quinsigamond Community College   **May 2025**
Associate of Arts in Computer Science

EXPERIENCE

End User Computing Analyst   **February 2021 - Present**
UMass Memorial Health   Worcester, MA
- Developed scripts to automate vulnerability assessment reporting, reducing manual work by 30%.
- Diagnosed and resolved hardware issues by disassembling and troubleshooting computer systems.
- Configured workstations for new employees, including hardware, software, and peripheral devices.
- Supported network and system maintenance, ensuring seamless infrastructure operation.
- Installed software updates and vulnerability patches on servers to prevent possible threats from penetrating networks.

IT Support Engineer   **March 2019 - October 2020**
NWN   Waltham, MA
- Provided remote support using Bomgar, LogMeIn, TeamViewer, and RDP for issue resolution.
- Installed and configured network/local printers and scanners to improve office efficiency.
- Managed 15-25 tickets daily, resolving hardware, software, and network-related issues.
- Managed employee onboarding/offboarding processes, ensuring timely setup and account deactivation.

PROJECTS

Math Tutor Website | *(RAG + AI, Java) Presented at UMass Amherst*
- Built an AI-powered math tutor using RAG and vector databases.
- Designed an interactive system that provides step-by-step explanations for solving mathematical problems.
- Integrated AI to dynamically generate and evaluate math exercises based on user input.

Finance Manager | *Java, JavaFX, SQLite*
- Built a JavaFX desktop app with SQLite (JDBC) for expense tracking and monthly summaries.
- Applied OOP and layered architecture for clean design and persistent data storage.

Password Vault | *Python + Tkinter, SQLite*
- Built a secure Python password manager using Tkinter and SQLite with encrypted local storage.
- Followed secure development practices to protect secrets and generated files.

TECHNICAL SKILLS

Programming Languages: HTML/CSS, Python, C/C++, Java, Assembly, Bash, PowerShell, Zsh
Frameworks: Spring Boot, Flask, LangChain
AI/ML: RAG Pipelines, Vector Databases (FAISS/Chroma), LLM Integration (OpenAI/Ollama)
Platforms & Tools: Git/GitHub, CMake, GDB, Valgrind, CxxTest, Unit Testing, pip
Concepts: OOP, DSA, API Design, Web Development, White-box & Black-box Testing (C++)