

Rachel Dela Rama

Relevant Skills:

- HTML
- CSS
- JavaScript
- Bootstrap
- Adobe Suite
- Docker
- Ansible
- Windows & Mac OS
- Terraform
- Bash
- Office 365
- Google Suite
- AWS
- PowerShell
- Communication
- Video and Remote Skills
- Active listening
- Problem solving
- Management
- Leadership
- Organization
- Teamwork
- Virtualization

Education:

Cal State Northridge

August 2017 – Present

Major: B.A. in Computer Information Technology

Minor: Art Graphic Design

Pierce Community College

August 2012 – 2017

Projects:

GitHub:

<https://github.com/ShibuyaNobody>

Website:

<https://shibuyanobody.com/>

Contact:

Linkedin:

www.linkedin.com/in/rachel-dela-rama

Email:

raidelarama@gmail.com

Phone Number:

(818)512-0279

Languages:

English - Fluent

Tagalog

CSUN Information Technology

Position: AWS Student Assistant

December 2020 – Present

- Test, troubleshoot, and configure user accounts weekly implementing correct permissions to grant access to certain AWS applications such as S3, RoboMaker, and Lambda Functions
- Assist different departments with setting up AWS accounts using Terraform automation to successfully deploy over 50 accounts
- Weekly audits to save the company \$10,000+ in AWS credits to minimize costs
- Strong interpersonal skills to be able to effectively communicate and negotiate with both technical and non-technical audiences

CSUN Information Technology

Position: Help Desk Student Assistant Lead

June 2018 – November 2020

- Perform remote access using Bomgar to upgrade, install, and complete troubleshooting repairs for Windows, Mac, and Virtual Machines
- Assist 100 people with MyCSUNSoftware and CSUNBox, to recover passwords, install Office 365, and configure other programs needed for users
- Arrange weekly schedules for employees, accommodate with interviews, and train 15 new employees
- Assisted with troubleshooting Google Browser and G Suite products such as sheets, docs, drive, and slides

A&W Seafood Restaurant

Position: Manager

January 2013 – August 2018

- Train new employees to get them accommodated with the POS system, structure of the restaurant, and menu specials
- Lead team members, assign their daily positions, while maintaining customer service and a good working environment
- Create and organize monthly schedules to effectively have the right amount of people working throughout each shift