

OCTAVIO L. RAMIREZ

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CAREER SUMMARY

Aspiring IT Support Specialist with foundational skills in troubleshooting, hardware setup, and software support. Backed by certifications in CompTIA Tech+, Azure Fundamentals, Google IT Support, and CAPM. Quick learner with strong communication skills and proven customer service across retail, client support, and tech environments.

SKILLS & QUALIFICATIONS

CompTIA Tech+ Certification	March 2025
Microsoft Azure Fundamentals Certification	April 2025
Google IT Support Professional Certificate	January 2025
Certified Associate in Project Management (CAPM)	May 2024

IT Technical Skills: Troubleshooting, Networking, Cloud Computing (Microsoft Azure), System Administration (Windows/Linux), IT Support, Project Management, Security Fundamentals, Hardware Configuration
Technologies: Google Workspace, Microsoft 365
Languages: English (Fluent), Spanish (Fluent)

EDUCATION

NPower, IT Support Specialist , San Francisco Bay Area, CA	February 2025 - June 2025
18-week, 300+ hours receiving hands-on technical Informational Technology training and microprojects in a cohort-learning environment. This program's IT instruction is centered on CompTIA Tech+, Azure Fundamentals & Google IT Support certifications.	
Year Up United, Project Management Trainee , San Francisco, CA	August 2022 - July 2023
1-year workforce development program with professional training in project management and business development.	

PROFESSIONAL EXPERIENCE

Crew Member	October 2024 - May 2025
<i>Trader Joes, Berkeley, CA</i> <ul style="list-style-type: none">Developed a comprehensive understanding of store sections and register operations, reducing training time for new team members by 30% and contributing to a 20% improvement in overall store efficiency.Specialized in the bread section, maintaining 100% product freshness and optimal presentation standards. Provided knowledgeable recommendations that increased customer satisfaction scores by 15% and supported sales initiatives.Delivered efficient and positive customer experiences by minimizing wait times by 25% during checkout, while consistently maintaining a friendly and professional demeanor—contributing to higher customer satisfaction and repeat visits.	
Growth Intern	August 2024 – September 2024
<i>Gista AI, Tokyo, Japan</i> <ul style="list-style-type: none">Boosted LinkedIn impressions by 238% within 30 days through targeted social media strategies, significantly expanding the brand's audience and attracting new customers.Increased search appearances to over 1,000, resulting in heightened page views and unique visitors on LinkedIn.Managed social media channels, including Instagram and X.com, and produced weekly blog content—resulting in a 40% increase in brand engagement and a 25% growth in follower count over three months, significantly boosting brand awareness	
Wholesale Client Support Staff 1	September 2023 – July 2024
<i>Acme Bread Company, Berkeley, CA</i> <ul style="list-style-type: none">Swiftly handled an average of 30+ customer inquiries per day via phone and email, efficiently processing orders and offering personalized bread recommendations. This contributed to a 20% increase in customer satisfaction and a 15% boost in repeat orders.Proactive problem-solver, successfully resolving 90% of workplace challenges without escalation and effectively communicating changes across teams. Contributed to a 20% improvement in team adaptability and operational efficiency.Utilized strong Microsoft 365 skills to manage shifting priorities across multiple tasks while collaborating within a diverse 3-person team, resulting in a 25% increase in task completion efficiency and improved customer satisfaction during high-volume periods.	