**Alexander Ramsey**

alexramsey92@gmail.com - (240) 606-7443 - www.AlexanderRamsey.com

WORK EXPERIENCE

**Acting Vice President**

RTS Environmental Services, Inc. – Mt. Airy, MD - August 2017 to Present

Assist in the operation of a family business due to a medical emergency.

- Customer Service Manager: Develop rapport with, understand, and solve client scenarios by listening, selling, scheduling, and coordinating remedial services.

- Marketing Manager: Transformed internet marketing initiatives with updated website design and social media campaigns to improve targeting of client niche.

- Information Technology Manager: Implemented open source phone system to reduce operational costs. Led adoption of software to improve business accounting processes.

**Application Developer**

IBM - Rocket Center, WV - April 2016 to June 2017

- U.S. Department of Homeland Security, Transportation Security Administration, Functional Analyst: Supported business processes, testing, documentation, and development for the implementation of a modernized web application which manages equipment for the TSA. Developed technical training and setup documentation for new team members. Facilitated training sessions for new team members. Utilized technologies: .NET, SQL Server, IIS, Entity Framework, Microsoft Visual Studio IDE.

- IBM Internal Training Immersion Project, Product Owner:   
Impacted over 50 new hires in the Client Innovation Center by leading the development and business processes for the implementation of a Human Resources management application. Facilitated technical knowledge transfer meetings and encouraged team member participation by employing transformational leadership techniques. Utilized technologies: IBM Bluemix, CloudantDB, AngularJS, Java Spring Web API, Eclipse.

**Database Specialist**

AssetBook - McHenry, MD - March 2015 to February 2016

Small scale SaaS financial data management firm. Development of a mobile friendly, database driven, authenticated web application utilizing PHP, MySQL, JavaScript, and CSS. Technical Leadership of graphic design, website design, and corporate internet marketing initiatives. Improved data management processes in Microsoft SQL Server. Day to day hands on support for a wide range of financial sector clientele. Successful in managing high profile client relationships.

**Freelance I.T. Consultant**

Washington, DC - February 2013 to Present

Empower local businesses and not-for-profit organizations by providing online advertising, strategic internet marketing execution, and managed I.T. services. Approached front end web development challenges with a design edge by providing clients with mockups in Adobe Illustrator. Implemented I.T. solutions including VoIP, Cloud email & document management, and secure file access.

EDUCATION

**Master of Science in Information Technology, Software Engineering Focus**

UNIVERSITY OF MARYLAND UNIVERSITY COLLEGE - Adelphi, MD - 2016 to 2018

Expected Completion Spring 2018 – 3.7 GPA

**Bachelor of Science in Business Administration, Marketing Focus**

FROSTBURG STATE UNIVERSITY - Frostburg, MD - 2010 to 2014

President’s Leadership Circle (1 yr.) & Student Union A/V Employee (3 yrs.) – 3.3 GPA

GROUPS

**4k For Cancer, The Ulman Cancer Fund, Charity Ride Leg Leader**

Summer 2012

Cycled 4,300 miles from Baltimore, MD to Portland, OR, touring the United States.

**IEEE Member**

April 2017 to Present

ADDITIONAL INFORMATION

**Hard skills:**

HTML, CSS, JavaScript, NodeJS, Rails, .NET, Java, JUnit, Spring, D3.JS, Raphael.JS, Scalable Vector Graphics, Bootstrap, AngularJS, Mobile First Design, Git, PHP, MySQL, MS SQL, VMWare ESXI, Windows Server Administration, FreePBX, Azure Cloud Environment, IBM Bluemix CLI, Google GSuite Deployment, MS Office 365, MS SharePoint, Adobe Illustrator, Adobe Premiere, Adobe Photoshop, Linux Shell.

**Soft skills:**

Interpersonal Communication, Transformational Leadership, Agile Process Implementation, Client Relationship Management, Business Requirements Analysis, Unit Testing, UIX Analysis and Mock-up Design, Hardware Maintenance and Troubleshooting, Network Troubleshooting, Network Security, Development Operations Management, Change Management, Marketing Strategy, Technical Writing, Creative Writing, Internet Marketing Strategy, Branding, Graphic Design, Video Editing, Videography, Photography, Technical Illustration, Technical Architecture Modeling, Professional Audio Systems Design.