**Anggie Y. Ramirez Perea**

3300 Wells Branch Pkwy. Austin, TX. 78728

1 (305) 542-9406 [anggieramirez28@gmail.com](mailto:anggieramirez28@gmail.com)

**SUMMARY**

Highly motivated, hard-working, resourceful, diligent and organized Support Specialist looking to leverage my acquired experience. Willing to learn new technologies and expand my horizons in different technology areas, quick learner. Full proficiency in Spanish and English, and intermediate in French. Knowledgeable on Economics, Marketing, Finance and Accounting Strategies.

Professional Bowler since 2015 and Member of Team Colombia since 2006. Currently competing in the PWBA Tour (Professional Women’s Bowling Association) Tour and WBT (World Bowling Tour). Under Professional Sports Contracts with Roto Grip, Vise Inserts and Logo Infusion. Bowling competitions are mainly on weekends so looking for an opportunity that would allow me to time-manage and balance both my passions.

**EDUCATION**

* **University of Maryland Eastern Shore (UMES); Princess Anne, MD**
* Graduation: May 2013.
* Bachelor of Science in Computer Science towards Business Applications.
* Summa Cum Laude (3.84/4.00).
* Granted 4-year Full NCAA Division I Scholarship for Women’s Bowling.
* **Saint George’s School (SGS); Bogota, Colombia**
  + - * High school Graduation: June 2009.
      * Head Prefect Class 2009 (Equivalent to Valedictorian).

**WORK EXPERIENCE**

* **Walgreens Co. Deerfield, IL**

*Application Support Specialist (Full Time)*  ***December 2013 – September 2015***

* + Ensure stability of multiple Development, Systems Integration Test (SIT), and Performance Test environments via incident resolution, debugging and problem analysis across multiple systems and platforms. Provide overall status of the environment to the end users in coordination with the Tier 1 support group, including onshore, nearshore, and offshore distributed teams.
  + Perform environment setup and upgrades for new Releases including: upgrading central and local platforms, and software components; database imports; configuring/repointing stores, variables, wsdls; deploying code and web applications; store and VM activations; perform smoke tests and end-to-end System Test Environment Validations.
  + Lead an Environment Stability effort by performing weekly Root Cause Analysis of the resolved defects; Reviewing Monthly Metrics for accuracy; proposing and targeting Stability Areas for Improvement.
  + Lead the Decommission efforts of the no longer used Production Instances in the Pre-Production Environments.
  + Mentor and Train new Team Members. Created a new Onboarding training plan for the different distributed teams.
    - Created and coordinated the migration and reorganization of all the wiki knowledge content from the team into a new documentation-style layout using Atlassian’s Confluence.
  + Significant contributor to my team’s continuous improvement initiatives by developing (programming):
    - SVN Audit Validation tool to monitor merge issues, monitoring scripts to identify systems downtimes, and log purging using Perl and cronjobs.
    - Enhanced and replaced web tools and web pages with new functionalities using PHP, CSS, JavaScript and HTML.

Technologies, tools & software exposed to:

* + UNIX - AIX, Linux, Tuxedo, Service Broker, WebSphere 6.1/8.5. BPM/ODM 7.5/8.1, Data Power.
  + SQL, HTML, CSS, JavaScript.
  + Atlassian JIRA, Bamboo, Confluence; HP Quality Center (QC), Application Lifecycle Management (ALM); MQ Explorer, Moonlit LogFaces.
* **Center for Access and Academic Success at University of Maryland Eastern Shore**

*Student Tutor (Part-time)*  ***August 2011 – May 2013***

* Provide help to students with academic difficulties in different Spanish, Math, Computer Science, Economics and Accounting courses.
* Perform student progress reports.
* **Dr. Dave Touretzky’s Tekkotsu Robotics Lab at Carnegie Mellon University**

*Developer (Summer Internship)*  ***Summer 2012***

* Develop adequate environments for the introduction and successful adaptation of the new version of the Calliope robot.
* Modify existing code to implement new functions and characteristics of the GUI.
* Test the functionality of the physical and virtual robots with environments and behaviors.

**PUBLICATIONS**

* Aaron R. Rababaah, Gurdeep S. Hura, Michael Phay, Anggie Ramirez, Chiamaka Francis and Jordan Wharton, *"****Robotics Initiative at the Department of Math and Computer Science/UMES and Undergraduate Students’ Experience through New Robotics Class, Conferences and Competitions****",* Proceedings of The Annual International Conference of Modern Technology and Management Institute (MTMI), New Carlton, MD, USA, October 12-13, 2012.

**ACTIVITIES AND HONORS**

* While at UMES:
  + 2012-2013 UMES Mathematics and Computer Science Department Most Outstanding Student Honor.
  + 2012-2013 UMES Athlete of the Year.
  + 4-year UMES Dean’s List and NTCA Academic Honors.
  + 2011 Arthur Ashe Sports Scholar.
  + Second Student Vice President Phi Kappa Phi Honors Society – Chapter #312. Senior Year.
  + Member of the UMES Leadership Program, UMES Student Athlete Mentor Program, NCAA Student Athlete Advising Committee.
  + Member of the UMES D-I Bowling Team. (2009-2013)
  + Won 2 MEAC Conference Championships, 2 NCAA D-I Championships and 2 USBC National Championships.
  + 5 All-America Awards.
* Colombian National Bowling Team. (2006 to present)
* Professional Bowler - PWBA. (2015 to present)

\*NTCA (National TenPin Coaches Association); NCAA (National Collegiate Athletic Association); MEAC (Mid-Eastern Athletic Conference); USBC (United States Bowling Congress)