

Fabian B. Ramirez

4 Wellington Hill Street Apt #5 • Boston, MA 02125 • 617 - 922 - 9709 • Fabianramirezz92@gmail.com

Skills

- **Languages:** Spanish
- **Software:** Operated HTML, Web design, Microsoft office 2010 (Word, Excel, PowerPoint, Outlook) Picture Care Plus, OS (Microsoft Windows 8, 7, windows 2008 server), Trouble shoot Windows suite and OS X Yosemite
- **Hardware:** Utilized computer assembly and disassembly, Computer repair (replacing computer's parts, data backup and recovery), Diagnose Hardware issues, call laptop companies for repairs

Experience

AthenaHealth

Support Specialist Intern

Watertown, MA

January 2015 – July 2015

- Set up computers for new hires by using remote access, wiping and imaging laptops daily resulting in productivity
- Respond to users and end users request and issues using the Service Now ticketing system resulting in higher productivity and satisfaction
- Provide technical support by communicating via phone, email and chat with internal and/or external users requiring assistance or information
- Interpret users' needs and utilize software solutions, personal knowledge as well as troubleshooting skills to identify possible solutions.

T-Mobile

Sales Associate /Key Holder

Cambridge, MA

January 2014 – Sept. 2014

- Trained, motivated, and supervised customer service employees daily resulting in team efficiency
- Developed positive customer relationship regularly that led to higher revenue and increase retention
- Created a system for store displays and interactive devices that meet customer specific need
- Maintain a high level customer satisfaction

Walgreens

Photo Specialist

Mattapan, MA

June 2013 – January 2014

- Processed photo orders using Picture Care Plus on a weekly basis resulting in customer satisfaction
- Restocked department by lifting items up to 50 lbs weekly that increased product visibility
- Entered sales on the cash register quickly resulting in shorter waiting time and easy flow of traffic

Education

Year Up / Cambridge College

Information Training

Boston, MA

Sept. 2014 – July 2015

- Year Up is a one-year career-development program comprised of college-level courses, professional training, and a six-month professional internship Information Technology
- Earning 24 college credits towards a Bachelor of Science in partnership with Cambridge College

Volunteer Experience

B.O.L.D. Teens

Dorchester, MA

Bold Teen

July 2008 – Oct. 2010

- Helped set up and run the local Codman Square Farmers Market
- Promoted and publicized events that encouraged higher community involvement and development