**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** **Watertown, MA**

*Support Specialist Intern*  *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** **Cambridge, MA**

*Sales Associate /Key Holder*  *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** **Mattapan, MA**

*Photo Specialist*  *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****Boston, MA**

*Information Training 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