Luis Ramon Dimas

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OBJECTIVE:

To obtain a position that will allow me to apply business and technology skills proving me an invaluable resource and possibly grow in future employment opportunities.

EDUCATION:

Bachelor of Science, Business Administration: Emphasis in Computer Information Systems.
CALIFORNIA STATE POLYTECHNIC UNIVERSITY – Pomona, CA   June 2015

JOB EXPERIENCE:

IT Systems Technician, CU Direct Lending   February 2015 – Present
- Internal network configuring and cable infrastructure troubleshooting with maintenance.
- Configuring and updating PXE server with current machine images.
- Providing all users with hardware, software, and overall troubleshooting support.
- Support and interact with Active Directory, Shared File System, FTP, and Printer Servers.

IT Support Systems Analyst, Niagara Bottling LLC.   June 2014 – February 2015
- Help Desk technician with different level tickets for corporate end-users on and off-site.
- Support and interact with Active Directory, Shared File System, FTP, and Printer Servers.
- Hardware and software assignment and distribution with proper ticket/inventory documentation.
- Working with Microsoft SharePoint 2010 platform providing transition to 2013 SharePoint.
- Providing end-users with technical support for OS, software, and hardware troubleshooting.

Student Lead, Vista Market Cal Poly Pomona   September 2012-December 2014
- Supervise and lead team to perform at productive levels and keep customer satisfaction above average.
- Accurate cashiering responsibilities, complete money transactions and open/close sales accounting.

TECHNOLOGY CORE SUMMARY:
- HTML and CSS Web projects as a site architect.
- CISCO hardware instruction and Networking entry level familiarity
- Unified modeling language (UML). Use cases, use case diagrams, and design class diagrams.
- Web Development; working with Visual Studio and Dreamweaver.
- Database Application and SQL Server Instruction.

SOFTWARE & TOOLS:
- **Programs:** Microsoft Visual Studio 2012, and MS SharePoint 2010/2013.
- **Operating Systems:** Windows XP, Vista, 7, 8, and Mac.
- **Programming Languages:** HTML/CSS, Java, Responsive Design, and Visual Basic.

RELEVANT KNOWLEDGE:
- Junos, Associate (JNCIA-Junos) Training Courses completed. Instruction and familiarity with Juniper Networks and Junos OS.
- High proficiency in hardware and software design, maintenance, repair, and installation.

ACTIVITIES:
- SWIFT (Students With an Interest in the Future of Technology)   September 2012-Present
- IWDSA (Interactive Web Design Student Association)   September 2013-Present
- MISSA (Management Information Systems Student Association)   September 2013-Present