

# Joseph Ricafort

Systems Administrator  
Full-Stack Web Developer

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## EXPERIENCE

### **CGFNS International, Inc., Philadelphia, PA** *Systems Administrator*

APRIL 2019 - PRESENT

- Administered Windows 2012 Active Directory, Sales Force, Cisco Call Manager, Office 365 with Exchange and SharePoint.
- Designed and configured workflows, email templates, email alerts, and knowledge articles for Salesforce.
- Responsible for Project Management and deployment of RemedyForce for the entire organization.
- Maintained various operating systems to include Windows 7, Windows 10, Windows Server 2012 R2, and MacOS.
- Migrated company software from Windows 7 to Windows 10.
- Performed onsite analysis, diagnosis, and resolution of software or hardware issues and teach users how to maintain their equipment.

### **CGFNS International, Inc., Philadelphia, PA** *International Credentials Evaluator*

JUNE 2017 - APRIL 2019

- Created manager-approved Excel production sheets for distribution across multiple departments.
- Worked with foreign-educated nursing graduates in submitting proper documentation to the Boards of Nursing.
- Reviewed transcripts of overseas nursing schools.
- Ensured the school curriculum is comparable to American standards.

### **Friends Hospital, Philadelphia, PA** *Mental Health Technician*

FEBRUARY 2015 - SEPTEMBER 2015

- Led group therapy.
- Performed verbal de-escalation for distressed patients.
- Ensured the safety and wellbeing of patients in the unit.
- Promoted healthy living practices for post-discharge life.

### **Immaculate Mary Home, Philadelphia, PA** *Dietary Aide*

AUGUST 2010 - AUGUST 2014

- Prepared residents' meals.
- Set up and cleaned the dining area before and after meals.
- Coordinated with other dietary aides as well as Certified Nursing Assistants to provide the best possible care for the residents.
- Interacted with the residents to gather information about any allergies or preferences for upcoming meals.

## EDUCATION

**University of Pennsylvania**  
Philadelphia, PA  
*Penn LPS Coding Boot Camp*  
JANUARY 2019 - JULY 2019

**Drexel University**  
Philadelphia, PA  
*Post Baccalaureate Pre-Medical Program*  
AUGUST 2015 - JANUARY 2017

**Temple University**  
Philadelphia, PA  
*Bachelor of Arts, Psychology*  
AUGUST 2010 - DECEMBER 2014

## SKILLS

- Salesforce, RemedyForce, BMC, OwnBackup, Capture Pro, Kodak Alaris, Nice inContact

- Office 365, VPN, Remote Desktop, Terminal Server, ShareGate, Cisco Call Manager, Cisco AnyConnect Secure Mobility Client, Cisco Jabber, Finesse, Active Directory, Microsoft Office, PowerShell, Barracuda Email Security Filtering, Windows 7, Windows 10, Windows Server 2012 R2, VLAN, Ubiquity, Smartsheet, GoToAssist, VMWare, Windows 7 to Windows 10 Migration

- HTML, CSS, Bootstrap, JavaScript, jQuery, Node.js, Responsive Design, MySQL, MongoDB, Handlebars, Cookies, Local Storage, MERN, React.js, GitHub Pages, Heroku, Git, iOS, Mac OS