

# Joseph Ricafort

Associate Systems Administrator  
Full-Stack Web Developer

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## EXPERIENCE

### **CGFNS International, Inc., Philadelphia, PA** *Associate 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, Cisco Call Manager, 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