

# JOSEPH RICAFORT

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Drexel Hill, PA 19026

## PROFILE

I am currently employed as a System Administrator at a Non-Profit, NGO. I manage multiple projects and organizational-wide troubleshooting software within the scope of my position, onsite analysis, diagnosis, and resolution of software and hardware issues. Our team is currently working on a company-wide digital transformation involving Salesforce. I am involved in General Onboarding and setup of all new employees, including but not limited to computer, phone, and network access. I have completed a certification program in Web Development and am interested in continuing my education within the scope of the Information Technology Field.

## EXPERIENCE

### **System Administrator, CGFNS International, Inc.**

#### **Philadelphia, PA, 2019 - Present**

- Administered Windows 2012 Active Directory, Salesforce, Cisco Call Manager, Office 365 with Exchange and SharePoint.
- Designed and configured workflows, email templates, email alerts, and knowledge articles for Salesforce.
- Manage multiple Salesforce sandboxes to perform Quality Control and testing on Salesforce Deployment changes.
- Develop additional Salesforce features to assist end-users in performing daily tasks.
- Maintain Salesforce users, profiles, security, and sharing rules.
- Responsible for Project Management and deployment of RemedyForce for the entire organization.
- Administer, develop, and deploy Kodak Alaris software.
- 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 use and maintain their equipment.

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

#### **Philadelphia, PA, 2017 - 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.

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

**Dietary Aide, Immaculate Mary Home  
Philadelphia, PA, 2010 - 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, **2019**
- **Drexel University**, Philadelphia, PA — Post Baccalaureate Pre-Medical Program, **2017**
- **Temple University**, Philadelphia, PA — Bachelor of Arts, Psychology, **2014**

**SKILLS**

**SYSTEM ADMINISTRATOR SKILLS:**

- Salesforce Administration and Development, Gearset, RemedyForce, BMC, Jira, 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

**WEB DEVELOPER SKILLS:**

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