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.
- 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
- Office 365
- Cisco Call Manager
- Finesse
- Nice inContact
- HTML, CSS, Bootstrap, JavaScript, jQuery, Node.js, Responsive Design, MySQL, MongoDB, Handlebars, Cookies, Local Storage, MERN, React.js, GitHub Pages, Heroku, and Git
- Active Directory
- Microsoft Office
- PowerShell
- Barracuda Email Security Filtering
- iOS
- Mac OS
- Windows 7
- Windows 10
- Windows Server 2012 R2