

# Alexander Ramos

Tallahassee, FL | [https://lrammy.github.io/Interactive\\_Resume/](https://lrammy.github.io/Interactive_Resume/) | 239-776-2296 | [ramosa0323@gmail.com](mailto:ramosa0323@gmail.com)

## EDUCATION

### Florida State University

*Bachelor of Science in Information Technology*

**Tallahassee, FL**

*Graduation Date: July 2021*

## WORK EXPERIENCE

### Centurion Health

*IT Help Desk Technician*

**Tallahassee, FL**

*October 2021 - Present*

- Troubleshoot, resolved, and documented 500 monthly hardware, software, and peripheral technical support tickets for over 10,000 end-users across multiple prison contracts, as part of a four-member help desk team.
- Installed, repaired, and performed preventive maintenance on PCs, printers, and related IT equipment.
- Installed, configured, and updated remote connections, VPN Clients, office software, Adobe, and Java.
- Created, maintained, and deleted user accounts on a variety of Servers, following established security policies and procedures.
- Created and maintained documentation of troubleshooting/problem resolution procedures.

### Nagoya Sushi and Grill

*Server*

**Tallahassee, FL**

*November 2018 - May 2021*

- Managed orders and financial transactions in a timely manner using a POS system
- Swiftly and successfully resolved conflict resulting in customer satisfaction 100% of the time
- Trained new servers and bussers to meet companies' standards and familiarize new employees with company culture
- Organized and delivered customers' needs based on importance and time-sensitive priority.
- Maintained and enforced strict and up-to-date cleanliness and social distancing policies regarding the COVID-19 outbreak to ensure both employee safety and customer satisfaction

## LEADERSHIP EXPERIENCE

### Tampa Company Outreach

*Project Leader*

**Tallahassee, FL**

*August 2020 - December 2020*

- Lead a team of 3 people in establishing an effective communication channel between the Florida State school of communication and technology, and potential employers in the general Tampa area
- Worked with team members to establish project goals and deadlines, while also delegating work throughout the project
- Made initial contact with 40 potential employers and successfully established contact with 18 different companies

## SKILLS & INTERESTS

**Skills:** Microsoft Office (Excel, PowerPoint) | Javascript | Python | SQL | Spanish

**Interests:** Project Management, Analytics, Cyber Security, Basketball, Movies