

Michael David Ramirez

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EDUCATION

California State University, Northridge, Northridge, CA

May 2018

Bachelor of Science in Information Systems

- OVERALL GPA: 3.32 | CSUN GPA: 3.60 | Major GPA: 3.54
- DEAN'S LIST: Spring 2016; Fall 2016; Spring 2017; Fall 2017; Spring 2018

EXPERIENCE

ESRI, Redlands, CA

September 2018 – Present

Service Delivery Technician

- Provide advanced technical support to an enterprise of 4000+ employees with a quota of 4 – 5 tickets a day
- Utilize Microsoft SCCM and other remote tools to troubleshoot Windows and Mac-related issues
- Evaluate and assess new industry hardware in support of future purchases and deployment
- Assist with testing and evaluating various software applications in support of future deployments

ESRI, Redlands, CA

May 2018 – August 2018

Enterprise Data Management Intern

- Utilized Active Directory to create/assign/manage security permissions using least-privilege security principles
- Managed 10 Petabytes of data using global enterprise storage tools
- Secured and migrated enterprise data using NetApp and VMWare applications

Vaneity Medical Weight Loss, Duarte, CA

July 2015 – May 2018

IT Consultant

- Installed operating systems and application software, configured office network including routers and printers
- Troubleshooted various issues relating to system performance, network connection, both on-site and remotely
- Implemented advanced security measures across wireless network

Wilson Elser Law Firm, Los Angeles, CA

March 2018 – May 2018

Desktop Assistant

- Utilized HEAT ticketing system in order to manage technical issues for over 100+ on-site staff
- Setup conferences using AV equipment for live depositions in accordance with security principles
- Provided security training to firm personnel in order to prevent user-related errors

California State University Northridge, Northridge, CA

December 2017 – May 2018

Documenter-Analyst, CSUN SAPS Project

- Used Asana/Jira project management tools to create and monitor tasks relating to project milestones
- Created flowcharts and DFD diagrams to analyze and document the flow of current system processes
- Coordinated with other teams to ensure proper analysis of applied concepts in the new permission number system

ESRI, Redlands, CA

June 2017 – Aug 2017

Service Delivery Tech Contractor

- Imaged systems via the network, upgraded hardware components, and installed necessary application software
- Provided technical support on-site and remotely within an enterprise environment containing 3000+ employees

TECHNICAL SKILLS

- Advanced troubleshooting on Microsoft Windows, Windows Server, Mac OS X
- Command line interface for Windows, Mac OS X
- Javascript Programming
- Microsoft Office 365 Suite and SCCM, JAMF Pro for Mac OS X