

# Joseph E. Serrano Ramos

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## Education

- **Udemy, Online** - The Complete JavaScript Course 2024: From Zero to Expert! *May 2024 - September 2024*
  - **Udemy, Online** - Linux Operating System Mastery *November 2022 - January 2023*
  - **Udemy, Online** - Front-End Development (HTML5/CSS3) *February 2022 - May 2022*
  - **Udemy, Online** - Python Programming Language Developer *August 2021 - December 2021*
  - **Universidad de Puerto Rico, Arecibo** - BSc Microbiology *August 2009 - December 2014*
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## Work Experience

### HealthProMed, San Juan - System Administrator

*August 2023 – Present*

- Ensured system uptime, performance, and backups; troubleshoot and resolved issues.
- Managed hardware, software, network infrastructure, security, and virtual/cloud environments.
- Developed automation scripts (Python, PowerShell) to streamline tasks and improve efficiency.
- Managed Moodle courses and created user-friendly documentation.

### HealthProMed, San Juan - EHR Administrator

*June 2022 – August 2023*

- Implemented and optimized electronic health records (EHR) systems, ensuring data security.
  - Developed workflows, resolved technical issues, and collaborated with vendors for upgrades.
  - Automated reporting and workflows using Python to support end-users effectively.
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## Projects & Experience

### Data Analysis & Reporting:

- Analyzed data for 18,000+ patients using Python and Pandas, providing insights for strategic planning.
- Visualized demographic trends (age, gender, ethnicity) with Matplotlib and Seaborn.

### Security & Awareness Initiatives:

- Researched and addressed vulnerabilities identified by Tenable, reducing security incidents.
- Designed phishing campaigns to educate employees and improve cybersecurity awareness.

### Data Warehouse & BI Solutions:

- Assisted in developing a data warehouse integrating data from multiple vendors.
- Supported Power BI solutions for unified visualization and analysis.

### Web Development:

- Built and updated local webserver tools to enhance resource access for employees.
  - Updated and modernized old website with new visuals and a more user-friendly interface.
  - Managed domain hosting platform, PHP server, and updated files and pages on the domain.
  - Contributed to deploying additional sub-pages on the employer's website and integrating AWS Chatbot for website interactions and AWS Connect for call center integration.
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## Skills

### Technical Expertise:

- **Tools & Technologies:**
  - **Security:** Sophos, VMware Hyper-V
  - **Cloud Platforms:** Amazon AWS (Connect, Chatbot), Microsoft Azure
  - **Collaboration & Productivity:** Microsoft 365, Zoom
  - **Development & Version Control:** GitHub, Docker (Self-hosted Homelab)
  - **Virtualization:** VMware, Hyper-V
  - **Data Analysis:** Power BI, Pandas, NumPy, SciPy
- **Programming:** Python (Pandas, NumPy, SciPy), JavaScript, HTML5, CSS3
- **Healthcare Standards:** HL7, FHIR
- **Soft Skills:** Bilingual, patient, focused, team-oriented, critical thinking, disciplined, clear communicator