

# Orsy Ramos

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## Education

- 8/15 - 5/22 **CUNY The City College of New York**  
New York, NY  
Major: Digital Design  
Bachelor in Arts
- 9/13 - 5/15 **CUNY Queensborough Community College**  
Bayside, NY  
Major: Internet Technology  
Associate in Applied Science

## Experience

- 09/16 – Present **The New York Public Library (NYPL) New York, NY**  
[Office Aide III](#)
- Works as part of a team to provide public service and assist with outreach activities
  - Assists with reserves, inventory, circulation and other related duties
  - Provides assistance to patrons on the use of computers and other technology or software
  - Prepares print and non-print library materials for circulation, involving some data entry at a PC
  - Processes patron applications, including data entry, filing, and related tasks
  - Inspects and sorts print and non-print materials
  - Assists with creating and carrying out improvements to staff procedures and user experience of the Library
- 09/2015 – 09/16 **The New York Public Library (NYPL) New York, NY**  
[Office Aide \(IDNYC Enrollment Assistant\)](#)
- Provide enrollment services for the application of New York City Municipal I.D.
  - Manage Appointment Plus scheduling system, updating applicants to an appropriate status
  - Encourage people to apply for Municipal IDs by answering questions and providing information about the benefits and requirements for the program.
  - Provide first step of applicant document verification ensuring completeness and that the applicant has all necessary paperwork and documentation necessary to complete the enrollment process.
  - Navigate the appointment plus scheduling system and enter all necessary appointment information gathered from applicants
  - Provide assistance to applicants in the use of Language Line translation services
  - Distribute collected and reviewed documentation to Specialist for processing
  - Escort applicants to Specialist for picture taking and final review
- 02/14 – 09/15 **The New York Public Library (NYPL) New York, NY**  
[Technology Aide](#)
- Assist patrons with the use of public computers, wireless devices, online resources, related technologies and computer related questions
  - Serve as an information source for all patrons on technology related information
  - Troubleshoot hardware and software issues
  - Manage computer reservation software
  - Perform audio/visual equipment set-up for meetings and programs
  - Assist with the creation of documentation and guides to assist library customers with using library technologies
  - Assist head instructor in computer classes and programs
- 08/10 – 02/14 **The New York Public Library (NYPL) New York, NY**  
[Computer Page](#)
- Assist patrons in the use of our computers
  - Checkout laptops and reserve computer time for patrons
  - Assist in computer classes and programs
  - Troubleshoot malfunctioning computers
- 07/04 – 10/09 **The New York Public Library (NYPL) New York, NY**  
[Senior Page](#)
- Supervise other pages, and assign work schedules and daily assignments.
  - Arrange and shelve books, maintaining appropriate order.
  - Assist patrons in finding information or resources.
  - Perform data entry.

## Skills

- Excellent communication and interpersonal skills
- Extensive customer service experience
- Reliable team player
- Organization skills, including attention to detail and accuracy
- Expert in Adobe Creative Cloud including Photoshop, Illustrator, InDesign, and Acrobat
- Thorough knowledge of the Internet, Appointment Plus scheduling application, email systems, and wireless devices
- Windows, MacOS, IOS, and Android operating systems
- Microsoft Word, Excel, Power Point
- Proficiency in Envisionware and Sierra software
- Adept in HTML, CSS, JavaScript, PHP, NodeJS, C#, Unity, Python, Django, Cinema4D, Blender

## Languages

Bilingual: English, Spanish

## Activities

Creating digital graphics, Illustration, Painting, Sketching, Web Development, Unity game development, 3D modeling and animation

Creating Web Sites, Web Applications, Programming

## References

Available upon request

## Websites

orsyportfolio.com  
orsyr89.myportfolio.com

