

# Rami Shoula

System Administrator

## 👤 Profile

Highly driven system administrator with 5+ years of experience managing the technical and functional operation and maintenance of assigned systems. Adept in supporting and troubleshooting advanced technical issues within computer hardware, network infrastructure, operating systems and software installations.

## 💼 Employment History

### System Administrator at Bellinger Solutions, New York

April 2017 — October 2021

- Worked as a dedicated system administrator in the Information Operations department.
- Implemented and monitored user access control methods.
- Problem-solved, diagnosed and corrected systems to ensure functional objectives were met.
- Ensured that all critical IT data remained protected with on-site and off-site copies.
- Worked with user support teams and other staff members to effectively manage and monitor all systems.

### Junior System Administrator at Expert Energies, New York

September 2015 — March 2017

- Effectively performed database and system administration tasks.
- Analyzed existing manual processes and developed and implemented improvements.
- Managed 50+ new IT tickets daily and worked to improve the user experience through communication and thoughtful system improvements.
- Maintained security standards and contributed to evolving security processes and improvements.

## 🎓 Education

### B.S. in Computer Science, Manhattan College, New York

September 2011 — May 2015

## 📜 Certifications

MCSE: Cloud Platform and Infrastructure

Microsoft Certified Systems Engineer

## Details

[romioshoula@gmail.com](mailto:romioshoula@gmail.com)

## Skills

Advanced Software System Knowledge

Knowledgeable in User Interface/ User Experience

Complex Problem Solving

Computer Programming

Citrix

Linux Operating System

## Languages

German

English

Spanish; Castilian