# Rami Shoula

IT Specialist

## 👤 Profile

Quality-focused IT specialist with 6+ years of experience working with end-users and infrastructure support teams to deliver systems and application support. Committed to providing premiere technical support to executive-level customers, clients and vendors. CRISC certified.

## 💼 Employment History

### IT Specialist at Callubra, Seattle

July 2016 — January 2022

- Provided on-site technical support for IT and AV infrastructure at various client locations.
- Delivered all aspects of technical support including implementation of audio/visual and IT infrastructure at the facility.
- Worked to troubleshoot technical issues for customers and internal clients.
- Created, updated and adhered to procedural documents.
- Provided technical support for servers and back-end network systems.
- Worked cross functionally with other team members to deliver exceptional work and meet goals on projects in excess of 2 million dollars.

### IT Support Specialist at Seattle Central College, Seattle

October 2013 — June 2016

- Researched and recommend hardware and software purchases to support the college's IT goals.
- Worked under the general direction of the Associate Dean and collaborated with other team members to provide exceptional IT support.
- Maintained an accurate inventory of computers assigned to staff and faculty.
- Worked independently to provide IT support for 10+ college software systems.

## 🎓 Education

### Bachelor of Computer Science, Seattle University, Seattle

September 2009 — May 2013

## 📊 Certifications

### CRISC - Certified in Risk and Information Systems Control Certification, Seattle

2017

## Details

romioshoula@gmail.com

## Skills

Computer Networking

IT-technology Angular

IT-language JavaScript

Software Installation

IT Troubleshooting and Problem Solving

Customer Support

## Languages

Dutch; Flemish

English

Spanish; Castilian

**Cisco Certified Network Associate (CCNA), Seattle**
2018