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| 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 HistoryIT 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. |  |  |  | | --- | --- | |  | EducationBachelor of Computer Science, Seattle University, Seattle September 2009 — May 2013 |  |  |  | | --- | --- | |  | CertificationsCRISC - Certified in Risk and Information Systems Control Certification, SeattleCisco Certified Network Associate (CCNA), Seattle | | DetailsSkills  |  |  | | --- | --- | | Computer Networking | | |  |  |  |  |  | | --- | --- | | IT-technology Angular | | |  |  |  |  |  | | --- | --- | | IT-language JavaScript | | |  |  |  |  |  | | --- | --- | | Software Installation | | |  |  |  |  |  | | --- | --- | | IT Troubleshooting and Problem Solving | | |  |  |  |  |  | | --- | --- | | Customer Support | | |  |  |  Languages  |  |  | | --- | --- | | Dutch; Flemish | | |  |  |  |  |  | | --- | --- | | English | | |  |  |  |  |  | | --- | --- | | Spanish; Castilian | | |  |  | |