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| 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 HistorySystem 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. |  |  |  | | --- | --- | |  | EducationB.S. in Computer Science, Manhattan College, New York September 2011 — May 2015 |  |  |  | | --- | --- | |  | CertificationsMCSE: Cloud Platform and InfrastructureMicrosoft Certified Systems Engineer | | DetailsSkills  |  |  | | --- | --- | | Advanced Software System Knowledge | | |  |  |  |  |  | | --- | --- | | Knowledgable in User Interface/ User Experience | | |  |  |  |  |  | | --- | --- | | Complex Problem Solving | | |  |  |  |  |  | | --- | --- | | Computer Programming | | |  |  |  |  |  | | --- | --- | | Citrix | | |  |  |  |  |  | | --- | --- | | Linux Operating System | | |  |  |  Languages  |  |  | | --- | --- | | German | | |  |  |  |  |  | | --- | --- | | English | | |  |  |  |  |  | | --- | --- | | Spanish; Castilian | | |  |  | |