

# Jose Manunta

## IT Professional

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### Skills

**ITSM software:** ServiceNow, CA helpdesk

**Programming:** PHP, Javascript, HTML, CSS, Git, Java, C++

**Frameworks and Libraries:** JQuery, Bootstrap, Animate.css, AJAX

**Databases and data formats:** JSON, XML, MySQL

### Languages

Fluent In both English and Spanish

### Highlights

- Excellent customer service skills
- Ability to solve problems methodically
- Ability to assist users remotely and on site(experienced in both)
- Excellent in creating support documents for new procedures
- Understanding of multiple operating systems
- Strong knowledge in Networking fundamentals

## EDUCATION:

May 2016 - **State University College at Buffalo**

*Bachelor of Science*

*Computer Information Systems*

Dean's List: Fall 2015

Sep 2009 - **Erie 1 Boces Cisco Networking Academy**

Jul 2013 Course completion certificate

CCENT- Cisco Certified Entry Level Network Technician - Certified 2010 - 2013

## WORK HISTORY:

Feb 2016 – **Web Developer Intern**

May 2016 *State University College at Buffalo*

- Collaborated with the Buffalo State College Library Services team on the creation of small PHP scripts.
- Analyzed the data from multiple sources for feasibility of script requirements.
- Assisted Librarian in representing data in a graphical interface.

Jul 2013 – **IT Service Desk Analyst**

Dec 2015 *Inergex Inc.*

- Provided excellent customer service as well as detailed documentation for every incoming call
- Completed a ticket based workflow daily, documenting over four hundred tickets a month
- Scored above a 4.5 out of 5 on quality assurance surveys seven months in a row
- Responsible for understanding and troubleshooting over one hundred different programs using a maintained Wiki system
- Effectively diagnosed network degradations, network and server outages, and network voice connectivity issues
- Proficient with Lotus Notes Domino installation, troubleshooting, and user configuration
- Proficient in troubleshooting using Dameware tools, Symantec PC Anywhere and over-the-phone communication

May 2010 – **Onsite Computer Technical Support**

Jul 2013 *State University College at Buffalo*

- Provided on-site support to users on how to operate new hardware, software, and operating systems
- Assisted users on-site with issues escalated from Help Desk
- Assisted in deployment of computer labs and smart rooms
- Diagnosed and repaired computer hardware problems
- Proficient in operating system imaging with Windows and Mac OS
- Maintained documentation for every incoming ticket

## Projects:

**SNL Chat**, 2015 - Web application created using the MVC architecture that works as chat application. Designed to be autonomous and error correcting

**Ol'Days**, 2015 - Mock up Web Design for a coffee shop. Using Bootstrap, HTML, CSS

**My ERP**, 2015 - Created a ticketing system web application. Designed from experience as a service desk analyst