

Jose Manunta

IT Professional

email: smanunta@gmail.com
www.linkedin.com/in/smanunta
GitHub: smanunta
Web: http://smanunta.com
+1 716 830 4714

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

English Native & Bilingual Proficiency:
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
- Ability to assist users in multiple languages. Fluent in English and Spanish

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.

Ol'Days, 2015 - Web Design website. Using Bootstrap, HTML, CSS

My ERP, 2013 - Web application created to work as a ticketing system