

Oswaldo Ramirez

Objective To obtain a job-related field or internship, given my past work experience, and area of study in an institution of higher education.

Experience 2005-2007 Zianet, Inc. Las Cruces, NM

Computer Support Technician

- Employ communications skills to collect information from the customer about the problem they are experiencing, in order to determine how you to assist them.
- On-site service to assist customers with establishing, maintaining, and using a connection to ZiaNet.
- Performed data entry and record keeping tasks to assure thoroughness and accuracy of records used to manage information about our customers.
- Exercised a sound knowledge of Web client, Email client and Operating System software in order to assist the customer in operating and understanding services rendered.

2006 OneConnect IP Las Cruces, NM

Network Technician

- Provided technical and on-call support 24/7.
- Physical installation of new and existing VOIP service.
- Provided hardware, software and operating system support to local and remote end-users as well as technical guidance in the area of desktop hardware and software.
- Monitoring the network LAN and WAN systems using various network management tools.
- Performed data entry and record keeping tasks to assure thoroughness and accuracy of records used to manage information about our customers.
- Setup a wireless network in a home or office.

2001-2005 Hollywood Video, Inc. Las Cruces, NM

Assistant Store Manager

- Provided supervision for team of 5-15 employees.
- Maintained financial accountabilities within the store by making a weekly analysis of payroll costs and controls work schedules to manage to payroll and labor matrix.
- Responsible for implementing company's marketing initiatives, loss prevention procedures, and compliance with state and federal laws.
- Recruits, promotes, trains and develops top talent for positions within

the store.

- Responsible for management of operating expenses and store inventory.

2001-2002 AES, Inc. El Paso, TX

Computer Technician

- Experienced troubleshooting and repairing computers, printers, and fax machines.
- Provided application and hardware support and troubleshooting.
- Working knowledge of Windows operating systems and some basic knowledge of programming.
- Provided On-site service to customers in both the El Paso and Juarez areas.

Education	2002-2007 New Mexico State University Las Cruces, NM
	<ul style="list-style-type: none">▪ B.A., Business Administration and Economics.▪ B.A., Business Administration and Finance.▪ Minor in Insurance
Interests	Politics and Philosophy, reading, poetry, writing, computers, and video games.
References	Available upon request.