

RAZIEL ALI ALEMAN RAMOS

635 Timberlane Cir, Anchorage, AK 99515

(907) 330 4471 ♦ raziellalemanr@gmail.com

🐙 github.com/raziellaleman | **in** [linkedin.com/in/raziellaleman-ramos](https://www.linkedin.com/in/raziellaleman-ramos) | 🏠 [raziellaleman-portfolio-site.vercel.app](https://raziellaleman-portfolio.vercel.app)

EDUCATION

Monterrey Institute of Technology and Higher Education

January 2012 - December 2016

Bachelor of Science in Engineering Physics

EXPERIENCE

Anchorage School District

November 2022 - Present

Programmer Analyst

- Performs technical and specialized work in the design, development, maintenance, and improvement of SIS software, specifically, PowerSchool and Q.
- Provides technical assistance to both business users and other programming staff.
- Works with business users in analyzing job requirements and planning the programming required for implementation.
- Develops, tests, debugs, and implements new programs according to supplied specifications, using a degree of creativity and latitude, under general supervision of a systems analyst.
- Manages tasks and documents writing or modification of documents using Jira and Confluence project management software.

Anchorage School District

August 2020 - November 2022

Tech Support II

- Manages Chrome OS devices with Google Admin, macOS devices with Mosyle, and Windows 10 devices with Active Directory (AD) and SCCM.
- Monitors daily queue of support requests for assigned secondary site (West Anchorage High School).
- Manages computers, projectors, printers, and smartboards on secondary site.
- Tests and documents new processes when migrating management systems (JAMF → Mosyle, Intel → M1).
- Creates known issue articles for the IT department knowledge database and guides/how-to articles for other technicians and school staff.
- Acts as a point of escalation for assigned Tech I personnel and team lead during summer projects.

Anchorage School District

June 2019 - July 2020

Tech Support I

- Troubleshoots desktop operating systems, user applications, and supported peripherals.
- Assists in training of computer and application usage for peers.
- Generates help desk tickets and assists in documenting troubleshooting and service request procedures
- Escalates tickets to appropriate IT teams for resolution and tracks tickets until completion

TECHNICAL SKILLS

Programming languages

C++ (Basic), Python (Basic), Java (Basic), SQL (Intermediate), HTML, UNIX shell (Basic), PowerShell (Basic), C (Basic), Go (Intermediate)

Software & Tools

PowerSchool, Q, .NET, VS/VS Code, SQL Server, SSMS, Jira, Google Admin, Active Directory, SCCM, JAMF, Mosyle, MATLAB, Scilab, LaTeX, Microsoft Office

Competencies

Self-taught, collaboration, critical thinking, problem solving, willing to learn, keeps up-to-date with evolving technologies

Languages

Spanish (native) & English