

# Kevinn Ramirez

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## IT Support Specialist | CCNA & AWS Cloud Practitioner Candidate

Motivated IT support candidate with hands-on experience in **Active Directory**, **Python scripting**, and **network fundamentals**. Completed **CS50's Introduction to Programming with Python** and actively building labs to strengthen skills in **Windows Server**, **cloud platforms**, and **IT automation**. Currently pursuing **AWS Cloud Practitioner** and **CCNA** certifications. Strong foundation in **user support**, **problem-solving**, and **client communication**, with prior experience in **social media consulting** and customer-facing roles.

## IT Support Experience:

### Active Directory & Helpdesk Simulation Lab:

May 2025

- Built a fully functional IT environment using **Windows Server 2022** and **Windows 10 clients** in **VirtualBox**.
- Deployed and configured **Active Directory**, **Organizational Units**, and created user accounts via GUI and PowerShell.
- Designed and enforced **Group Policies** for password complexity and screensaver locks.
- Simulated helpdesk operations with **Freshdesk**, resolving 20+ mock tickets covering password resets, account lockouts, and GPO troubleshooting.
- Integrated **Freshdesk API with Python** to automate ticket creation and applied SLA rules (e.g., 30-min response time for high-priority issues).
- Developed **technical documentation** and **troubleshooting guides** in English using GitHub and Markdown.

### Python Automation for IT Tasks Lab:

May 2025

- Wrote Python scripts to automate **ticket creation** in Freshdesk via its REST API, simulating real-world ITSM scenarios.
- Developed a **ticket categorization tool** (e.g., prioritizes tickets based on keywords like "outage" or "password").
- Used **requests** and **JSON manipulation** to build, send, and validate API payloads, mimicking enterprise automation workflows.

## Certifications

**CS50's Introduction to Programming with Python** – Harvard University / edX - Completed January 2025

**Cisco Certified Network Associate (CCNA)** - (estimated - July 2025)

**AWS Certified Cloud Practitioner (CLF-C02)** - (estimated - September 2025)

## Professional Experience

### Uber Eats - Delivery Partner

Tokyo Japan, July 2024 - Present

- Delivered orders accurately and efficiently across Tokyo, maintaining a 5-star customer rating.
- Demonstrated strong **time management**, adaptability, and **independent decision-making**.
- Provided responsive **customer service** and resolved delivery issues in real-time, demonstrating adaptability and a user-focused approach under pressure.

### Freelance Social Media Marketing Consultant

Remote, February 2022 - March 2023

- Consulted with small businesses to improve online visibility and lead generation through digital platforms.
- Used tools like **Meta Business Suite**, **Google Analytics**, and Canva to design and schedule content.
- Advised clients on platform usage, account recovery, and performance optimization.