

# Joseph E. Serrano Ramos

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## Education

**Udemy, Online** – *The Complete JavaScript Course 2024: From Zero to Expert!*

MAY 2024 - SEPTEMBER 2024

**Udemy, Online** – *Linux Operating System Mastery*

NOVEMBER 2022 - JANUARY 2023

**Udemy, Online** – *Front-End Development (HTML5/CSS3)*

FEBRUARY 2022 - MAY 2022

**Udemy, Online** – *Python Programming Language Developer*

AUGUST 2021 - DECEMBER 2021

**Universidad de Puerto Rico, Arecibo** – *BSc Microbiology*

AUGUST 2009 - DECEMBER 2014

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## Work Experience

**HealthProMed, San Juan** – *System Administrator*

AUGUST 2023 - PRESENT

- Ensure system uptime & performance, routine maintenance, backups, updates, troubleshooting, and resolving issues.
- Manage hardware, software, security, and network infrastructure, optimize servers, and monitor network traffic.
- Provide technical and user training support and manage user accounts and permissions.
- Supervise, monitor and mentor help desk personnel and delegate tasks to the team.
- Implement security policies, perform audits, respond to security incidents, ensure compliance, and deploy cybersecurity campaigns.
- Manage virtual environments, cloud services, ensure scalability, reliability, security and design backup strategies, and test recovery plans.
- Write scripts in Python and Powershell, automate tasks, use configuration management tools, and integrate AI.
- Maintain technical documentation, and generate performance reports and incidents, and offer training in different technologies.

**HealthProMed, San Juan** – *EHR Administrator*

JUNE 2022 - AUGUST 2023

- Collaborated with healthcare professionals to understand data needs and requirements.
- Conducted statistical analysis to identify trends, patterns, and outliers in healthcare data.
- Assisted in the implementation of data-driven solutions to improve clinic operations and patient care outcomes.
- Developed and enforced policies and procedures to maintain efficient EHR workflows, including personnel training and guide creations.
- Resolved technical issues and provide prompt support to end-users while channeling issues with software vendors.
- Collaborated with vendors and suppliers to coordinate system upgrades and maintenance.
- Foster effective communication and collaboration with cross-functional teams for issue resolution and system enhancements.

**Intelligent Solutions PR, San Juan** – *Helpdesk Technician*

DECEMBER 2020 - JUNE 2022

- Monitor a ticketing system and coordinate with the team to resolve them.
  - Maintain and incorporate computers and related issues daily in a workspace of 250+ employees.
  - Troubleshoot day to day technologies such as printers, computers, scanners and diagnose repairability.
  - Help users understand the basic functionality of different technologies and incorporate better techniques for their understanding.
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## Project Experience

Python & Data Analysis:

- Presented demographic reports to clinic management to inform strategic planning and marketing efforts
- Conducted frequency analysis to identify common diagnoses and procedures among patient populations
- Presented findings to healthcare providers to support clinical decision-making and resource allocation

Systems Administration & Security:

- Designed phishing campaigns to educate employees and improve cybersecurity awareness.
- Contributed to building and implementing a data warehouse server from all our vendors to create a PowerBI solution for the company to visualize and analyze data from all our different systems in a unified environment
- Researched and addressed vulnerabilities identified by Tenable, reducing security incidents.
- Deployed 2FA security for all high-value company assets on Azure and Sophos and provided instructional guides for users to follow.

JavaScript & Web Development:

- Build, maintain, update, and implement additional pages or tools and resources to a local webserver to improve the infrastructure for users to access available links for the work environment
- Updated and modernized old website with new visuals and a more user-friendly interface & designed and debugged several web apps for a local web-server using JS.
- Managed domain hosting platform, PHP server, and updated files and pages on the domain.
- Contributed to deploying additional sub-pages on the employer's website and integrating AWS Chatbot for website interactions and AWS Connect for call center integration.

## Technical & Soft Skills

- Wide exposure on AD, VMWare, Azure, AWS, Sophos, MS 365, SDP, EPC, MDM, macOS, Windows 10/11/Server, Linux, Cisco DUO.
- Proficient in Python programming language for data analysis and data manipulation & JavaScript and HTML for web development.
- Strong knowledge of libraries such as Pandas, NumPy, and SciPy for healthcare data analysis & basic knowledge of Node JS.
- Experience in cleaning, preprocessing, and analyzing large healthcare datasets with MS Excel.
- Strong problem-solving and analytical skills, excellent communication and presentation skills, fluent bilingual, patient, focused, team-oriented, critical thinker, very disciplined.