Jhonatan Ramirez

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# Objective

IT professional , combining technical support, web development, and entrepreneurial skills. Seeking to optimize systems and drive business growth.

# Experience

## Media Temple - Care Guide 2021 ~ 2023

* Provided exceptional multi-channel customer support, resolving technical issues promptly.
* Managed server-related tasks including email setup, DNS configuration, SSL installation, and domain registration to enhance website performance and security.
* Expertly troubleshot WordPress and other CMS, resolving theme compatibility, plugin conflicts, and database issues.
* Utilized SSH, WHM-Cpanel, and Plesk to manage hosting environments and configure server settings.
* Offered expert guidance and documentation to help customers achieve their web hosting goals.

## Reseller - Entrepreneur 2023 ~ present

* Operate a local and online resale business through Facebook Marketplace, Ebay, Mercari, and Offerup, specializing in product selection, pricing and customer interactions.
* Utilize social media to connect with buyers, driving sales and building a loyal customer base.
* Manage all aspects of the business, including inventory management, order coordination, and direct customer service.

# Education

## Bachelor of Science in Computer Science 2018

## University of Houston-Clear Lake

# Skills & abilities

· **Web Development:** HTML5, CSS3, JavaScript,

· **Back End:** Node. js (Express.js) , PHP

· **Databases:** NoSQL(MongoDB)