Anderson Ramirez

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EDUCATION

Cornell University,
College of Arts and Sciences
Bachelor of Information Science, Focus: Interactive Technologies *May 2028*
GPA: 3.75

Lone Star College &
Wunsche High School
Dual Credit Student
Associates of Arts, High School Diploma | Dual Enrollment *May 2024*
President's List
Lone Star GPA: 3.75, *Magna cum laude* | HS GPA: 5.12, *Summa Cum Laude*

EXPERIENCE

Cornell University - College of Arts and Sciences – *AV Assistant Technician I; Ithaca, NY* *Feb 2025 - Present*
- Provide on-call AV support for 2000 classes weekly, responding to help desk inquiries and troubleshooting AV systems for classrooms and events
- Collaborate closely with faculty, staff, and students to ensure seamless technology integration and operation
- Ensure smooth operation of AV systems, enhancing the learning and event experience for the College community

The Coding Initiative – *Director of Information Technology (Volunteer); Remote* *Feb 2024 - Present*
- Administer Google Workspace and Microsoft Office 365, supporting 50+ accounts
- Manage identity access via Okta, automating user provisioning and securing SSO across 10+ apps
- Configure and maintain Jira for project tracking and support ticket management
- Implement SSO and MFA to enhance security
- Provide IT support, handling 20+ weekly requests
- Optimize IT operations, boosting productivity by 30% and reducing downtime by 15%

Lone Star College – *Personal Computer Tech 1; Houston, TX* *May 2024 - Aug 2024*
- Resolved 50+ technical issues weekly in classroom settings, minimizing disruptions to faculty and students by ensuring seamless technology support
- Managed and processed 50+ help desk tickets daily, improving resolution time through efficient troubleshooting and workflow optimization
- Managed the checkout and return process for laptops daily, ensuring timely availability for users
- Reimaged and updated 200+ Windows laptops and Apple iPads, reducing downtime and improving system security while maintaining accurate asset records in ServiceNow
- Trained faculty and students on technology best practices, improving digital literacy and reducing recurring IT issues

ACTIVITIES AND LEADERSHIP

The Coding Initiative – *Board President | Instructor; Remote* *Feb 2024 - Present*
- Teach 50+ high school students in programming, and web development, with 80% of students improving their problem-solving skills based on pre- and post-workshop assessments.
- Lead a mentorship program where 80% of students completed at least one coding project, with 100% students entering STEM competitions.
- Raised over $15,000 in sponsorships and grants, funding competition fees, and equipment for underprivileged learners.
- Provided 1-on-1 mentorship, helping 10+ students gain scholarships, and college admissions in STEM-related fields.

HONORS
- Leadership Enterprise for a Diverse America Scholar | EMERGE Scholar | Horatio Alger National Scholar

SKILLS

Technical: HTML, CSS, SvelteKit, Git, Node.js, Microsoft Office 365, Google Workspace, Cybersecurity Fundamentals, Device Enrollment, Network Security, Information Security Practices, Human-Centered Design, Leadership, Customer Service