

JOSEPH RICAFORT

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PROFILE

Multitasking leader with 4+ years of problem-solving ingenuity. I seek to work with a team where I can utilize my professional history, education, and analytical experience to make contributions to the process and affect change. I can manage multiple schedules/projects and excel at succinct communications with departments and team members. Looking to leverage proven soft skills, diagnostic mind, and methodical work ethic.

EXPERIENCE

CGFNS International, Inc., Philadelphia, PA

System Administrator: April 2019 - Present

- Solved and closed 20-25% of IT tickets monthly, consistently above the 95th percentile for performance yearly
- Devised and constructed workflows, email template/alerts, and knowledge articles for all Salesforce programs
- Built and improved necessary features to assist end users for service management
- Translated and acted as liaison for 3rd party developers and end users to ensure cohesive troubleshooting and improvements
- Migrated and completed digital transformation of software and files from file servers dating back to 2010 to SharePoint
- Implemented quality control protocol of new improvements in sandboxes to ensure deployments are successful
- Monitored multiple security systems to limit phishing and data breaches
- Coached team members and end users how to use and maintain equipment

International Credentials Evaluator: June 2017 - April 2019

- Created manager-approved Excel production sheets for distribution across multiple departments.
- Aided foreign-educated nursing graduates in submitting proper documentation to the collective US Boards of Nursing.
- Credentialed school documents, and licenses of foreign-educated nurses to ensure they meet minimum guidelines to practice in the US.

EDUCATION

- **University of Pennsylvania**, Philadelphia, PA — Penn LPS Coding Boot Camp, **July 2019**
- **Drexel University**, Philadelphia, PA — Post Baccalaureate Pre-Medical Program, **Jan. 2017**
- **Temple University**, Philadelphia, PA — Bachelor of Arts, Psychology, **December 2014**

SKILLS

SYSTEM ADMINISTRATOR SKILLS:

- Salesforce Administration and Development, Gearset, RemedyForce, BMC, Jira, OwnBackup, Capture Pro, Kodak Alaris, Nice inContact, Office 365, VPN, Remote Desktop, Terminal Server, ShareGate, Cisco Call Manager, Cisco AnyConnect Secure Mobility Client, Cisco Jabber, Finesse, Active Directory, Microsoft Office, PowerShell, Barracuda Email Security Filtering, Windows 7, Windows 10, Windows Server 2012 R2, VLAN, Ubiquity, Smartsheet, GoToAssist, VMWare, Windows 7 to Windows 10 Migration

WEB DEVELOPER SKILLS:

- HTML, CSS, Bootstrap, JavaScript, jQuery, Node.js, Responsive Design, MySQL, MongoDB, Handlebars, Cookies, Local Storage, MERN, React, GitHub Pages, Heroku, Git, iOS, Mac OS