

Ernesto Zanabria

Full Stack Cloud Application Development

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EXPERIENCE

CVS Health, Cumberland, RI – Technical Application Specialist I

MARCH 2023 - PRESENT

- . Service channel ticketing system takes action according to the level of the issue and assists the personnel in the pharmacy.
- . IT support to manage and maintain the temperature devices making sure they are connected to the Gateway.
- . Troubleshoot temperature devices if they are offline, making sure they are working properly and connected to the Gateway.
- . Network connectivity protocols make sure the connection between devices is communicating properly and if they are offline analyze the charts to see the cause of the problem.

Mass General Brigham, Somerville, MA — Desktop Technical Support

JANUARY 2023 - MARCH 2023

- . Provide break/fix technical support.
- . Maintain hardware, and software, and reimage the devices(desktop/laptops) by installing a new operating system.
- . Setting up and configuring network devices using standard OS such as EPIC, or MGB tools.
- . USMT(User State Migration Tool) to capture and restore user's data.
- . Basic CMD commands for partitions or gpupdate.
- . Documentation work performed using ServiceNow.

Towerstream, Middletown, RI — Technical Support

AUGUST 2021 - DECEMBER 2022.

- . Handling customer technical support cases through phone and email.
- . Analyze and make recommendations for workstation hardware and software standardization.
- . Perform troubleshooting of desktop and laptop hardware and software issues via phone and email.

SKILLS

Cloud Technologies:

Software-as-a-Service (SaaS), Platform-as-a-Service (PaaS), Infrastructure-as-a-Service(IaaS).

Back-End Technologies:

Java, C++, Python, SQL, Node.js, DevOps, REST API, Git.

Front-End Technologies:

JavaScript, HTML5, CSS3, DOM, API, jQuery, Bootstrap, Kubernetes.

Operating Systems:

Computer Networking Linux.

Other:

Graphic Design.

Familiar with LAN, WAN,

CMD, Network Switch, VoIP, and TCP/IP.

COLLEGE EVENTS

Coding Students Club.

Campus Cyber Security Club.

Soccer Students Club.

. Provided tech support to computer system users.

CVS Health, Cumberland, RI — *Patient Care RPhT*

NOVEMBER 2019 - AUGUST 2021.

- . Provide information to patients on the status of medications.
- . HIPAA verification to protect patients' privacy or sensitive information.
- . Access to corporate software such as Avaya and RxConnect to retrieve patient information.
- . Provide insurance or doctor's information at the patient's request.
- . Educate patients on controlled substances or insurance.

Boston Scientific, Coventry, RI — *Sterilization Process Tech II*

APRIL 2016 - NOVEMBER 2019.

- . Ensure that the Biological indicator is placed in the incubator as part of the sterilization process.
- . Morning meetings to discuss with the team members about production or a new process of sterilization from corporate.
- . Ensure that the Biological test tube is in good condition before sterilization.
- . The final process collects the Biological test tubes and places them in the incubator for 24 hours and tests if bacteria were killed.

EDUCATION

edX by Harvard/MIT, Cambridge, MA — *B.S.*

B.S. in Science - JANUARY 2023 - JANUARY 2024

Full Stack Cloud Application Development.

Harvard University, Cambridge, MA — *Certificate.*

SEPTEMBER 2022 - DECEMBER 2022

CS50 - Computer Science.

Community College of Rhode Island, Warwick, RI — *A.S.*

A.S. in Science - SEPTEMBER 2016 - DECEMBER 2021

Computer Programming.

Community College of Rhode Island, Warwick, RI — *Certificate.*

SEPTEMBER 2020 - DECEMBER 2020

Computer Programming.

LANGUAGES

Spanish - Advance.

English - Advance.

Italian - little.

PROJECTS

Portfolio — *GitHub*

Please visit my portfolio on GitHub <https://zanabre.github.io/>

Interduction — *Social Events*

Technology that was used only HTML5, CSS3, and JavaScript.

Please visit the link <https://zanabre.github.io/events/>