

## Contact

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## Top Skills

Mission Critical Environments

Data Center Management

Data Center Operations

## Languages

English (Native or Bilingual)

Spanish (Full Professional)

## Certifications

OSHA 10-Hour

Basic Electrical Troubleshooting

HVAC Technician and EPA  
Universal Certification

Certified Data Centre Professional  
CDCP

CompTIA A+

# Alice Ramirez, CDCP

Apprentice Critical Operations Technician

Dallas-Fort Worth Metroplex

## Summary

Experienced Technical Support with understanding of Data Centers Infrastructure and Operations. Skilled in various Microsoft programs. Bilingual (English/Spanish).

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## Experience

### STACK Infrastructure

Apprentice Critical Operations Technician

May 2023 - Present (1 year)

Plano, Texas, United States

Mechanical responsibilities: working on chilled water systems and components, HVAC systems such as roof top units, CRAC/CRAH units, humidification systems, fan wall systems, air-cooled chillers, and central plant operations.

Electrical responsibilities: working on electrical/critical power distribution from the Utility/Generator main switchgear through the UPS systems out to the customer load, UPS, PDU, and RPP cabinets.

Fire Life Safety responsibilities include monitoring wet sprinkler systems and pre-action sprinkler systems as well as their associated detection devices.

### Allied Universal

Data Center Security Guard

May 2022 - May 2023 (1 year 1 month)

Richardson, Texas, United States

- Provide customer service to our clients by carrying out safety and security procedures, site-specific policies and when appropriate, emergency response activities
- Have experience working in a Data Center
- Conduct regular and random patrols around the business and perimeter
- Monitor closed circuit television systems and alarms
- Monitor and operate facility computers systems regularly, as assigned

### Fry's Electronics

Customer Technical Support

March 2020 - February 2021 (1 year)

Irving, Texas, United States

Respond to customer issues via phone, email and computer chat. Provide customer assistance, document customer interactions. Run diagnostics to resolve customer reported issues. Escalated issues to the next IT tier with next level of difficulty. Installed, made changes and repaired computer hardware and software. Followed - up with customers to ensured issues are resolved.

## Sherwin-Williams

Sales Associate

April 2018 - March 2020 (2 years)

Dallas, Texas, United States

Responsibilities included working closely with customers to determine their needs, answer their questions about products and recommend the right solutions.

Resolved customer complaints and ensure maximum client satisfaction.

Stay up to date with product features and maintained store's visual appearance in high standards.

Achieved excellent customer service, while consistently meeting the store's sales goals.

## Ramirez Remodel & Construction

Data Center Decommissioning Technician

January 2014 - July 2016 (2 years 7 months)

Dallas/Fort Worth Area

Direct and supervise decommission of Data Center Equipment, safely removal of Generators, Chillers, UPS Systems, PDU's, CRAC's, CRAH's, cabling, batteries and roof top units from Data Centers. Coordinate security clearance and insurance requirements with Colocation Data Centers and oversee all administrative activities.

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## Education

Dallas College

Google IT Support Professional Certificate · (January 2023 - May 2023)

Dallas College

Associate of Science - AS, Science · (January 2019 - May 2023)

Dallas County Community College

