

## Aain Ramcharan

14847 Hawksmoor Run Circle, Orlando FL 32828

Aain@Ramcharan.us 407-256-0057

---

### PHILOSOPHY

My philosophy regarding technology is that it provides an excellent medium in which to bring people together and collaborate to attain unique goals. Technology is less about the hardware and software, and more about people. That is, working with people to adapt and embrace the technology while educating them on the technology capabilities and restrictions. As people engage and adapt to technology, they tend to push themselves out of their comfort zone. Once this happens, they begin to realize that they are capable of more than they once thought, and that their limitations may have been their own.

Technology is a methodology for developing strong relationships with internal teams and external stakeholders. It can be the underlying fabric that can keep a team cohesive as it pursues its goals.

As a team leader, I am also a role model to others, and therefore, I ensure that I have a high level of integrity, and ethical decision-making. As team members evolve, their evolution is motivational to me. This reciprocal influence will keep a team engaged and energized as progress and milestones are met.

---

### COMPETENCIES

- ✓ Knowledge of various technologies, tools, and operating systems.
  - ✓ 26 professional years in Information Technology services.
  - ✓ Technical leader and mentor.
  - ✓ Ability to present technical knowledge to relevant audience.
  - ✓ Business process analysis and efficiency.
  - ✓ Effective time and project management.
  - ✓ Excellent interpersonal and team cohesion skills.
- 

### EMPLOYMENT

2007 – Present • **Technology Alliance Inc.** - Orlando, FL

Founded an IT services corporation to provide value-based, secure, and reliable solutions to businesses with an emphasis on operations management, cloud migration and virtual systems. Remotely supported clients, and managed contractors and in-house IT staff.

Migrated clients to Office 365 and Google Apps for Business. Provided remote support for servers and workstations.

Created a VoIP service for customers looking to reduce phone costs yet accessing current technology and flexible features. Costs savings approximately 60% less than other ISP and VoIP providers. Evaluated vendors' services, and partnered with those that provided the best solution.

Created an online forms company for local high school students. The company was run by the students, and partnered with medical offices. This service converted paper forms to computer, fillable patient forms.

- 2002 – 2004 • **Consultant for Fujitsu Consulting** to the Government of Alberta, overseeing a staff of 3 and 50 servers across the province of Alberta. Projects included server consolidation, disaster recovery upgrade processes, and integration with the desktop services team.
- 1993 – 2001 • **Consultant for IBM** to TransCanada Pipelines Inc. overseeing technical staff of 10, and maintenance and configuration of 1,200 workstations throughout the province of Alberta. I was recruited for many software and hardware deployments to ensure that they were compatible for the office and field engineering staff and SCADA (Supervisory Control and Data Acquisition) system.
- 1990 – 1993 • **Northwest Digital** and **PBSC**, Edmonton, Alberta, Canada  
Microsoft Certified Systems Engineer & Microsoft Certified Instructor. Implemented networks, taught technical classes, and authored technical manuals.

---

## EDUCATION

- 1987 – 1990 • **MacEwan University** - Edmonton, Alberta, Canada  
Computer Management – Associate Degree

---

## DESIGNATIONS

- ✓ Microsoft Partner
- ✓ Microsoft IT Pro Cloud Essentials
- ✓ 3CX Partner/Reseller
- ✓ TeamViewer Partner
- ✓ Yealink Reseller
- ✓ GFI Partner
- ✓ Microsoft Certified Systems Engineer (former)
- ✓ Microsoft Certified Instructor (former)

---

## SKILLS

- |                                       |   |
|---------------------------------------|---|
| ✓ Project Management                  | ✓ Team Building                           |
| ✓ Server Management                   | ✓ Microsoft Azure – Cloud hosted services |
| ✓ O/S Upgrades & Maintenance          | ✓ SaaS – Software as a Service            |
| ✓ VoIP – Voice Over Internet Protocol | ✓ IaaS – Infrastructure as a Service      |
| ✓ Office 365 and Suite                | ✓ Remote Support Services                 |
| ✓ Training                            | ✓ DNS – Domain Name System                |
| ✓ Public Speaking                     | ✓ VPN – Virtual Private Network           |
| ✓ Technical Writing and Manuals       | ✓ LAN, WAN, and IP Management             |
| ✓ Windows                             | ✓ Linux                                   |
| ✓ Wi-Fi Analysis                      | ✓ Mobile Device Management                |