

Ross Romanello

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Green Lane, PA

Professional Summary

Seeking a challenging position where I can utilize my **Information Technology and Business** experience to add value to a company's mission and beyond. Effective communicator with strong attention to detail, rigorous work ethic, and a genuine commitment to develop, grow and exceed expectations.

Education

Temple University, Fox School of Business, Philadelphia, PA
Bachelor of Business Administration
Major in Management Information Systems Organizations

May 2020

Work Experience

SAP America, Inc. - Pittsburgh, PA

Technology Associate Consultant

Jan. 2021 – Present

- Complete mandatory onboarding bootcamp which provided overview of SAP SDC Organization as well technical topics revolving around SAP solutions
- Completed SAPTEC and SAP Certified Technology Associate – System Administration Certification
- Shadowing Enable Now projects with a specific focus on Web Assistant and SSO

SAP America, Inc. - Newtown Square, PA

April 2020 – Jan. 2021

Customer Engagement Analyst, North American Services Delivery Academy - Intern

- Intern within SAP's North America Services Delivery Academy.
- Successfully support Technical Quality Manager in delivering Premium Engagement services to SAP customers through attentive listening and consistent follow through on assignments.

Universal Health Services - King of Prussia, PA

May 2019 – April 2020

Systems Engineer, Intern

- Coordinated server upgrades and decommissions.
- Assisted with Active Directory tasks involving DNS, Sites and Services, and Group Policy Management.
- Participated in DHCP cleanup and updated authorized DHCP servers within the domain.
- Contributed to data center operations.
- Created virtual machines using VMWare.
- Helped manage assets and privileged accounts through BeyondTrust Privilege Account Manager.
- Performed basic Citrix administration tasks and assisted in Citrix support for troubleshooting.

Boyertown & Ambler YMCA, PA

June 2017 – Jan. 2021

Senior Program Instructor, Wellness Coach

Activities & Awards

National Society for Collegiate Scholars, 2016 - 2020

Temple University Association for Information Systems, 2017 - 2020

Fox School of Business CSPD, 2017-2020