

JULIO RAMIREZ SANCHEZ

COMMUNITY ADVOCATE & STUDENT SUCCESS SPECIALIST

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PROFESSIONAL PROFILE

Professional with a diverse background in financial service leadership and clinical support. My time in trauma units and high-volume call centers taught me to stay calm under pressure while solving complex problems. I am now pursuing a Bachelor's in Management to shift my focus toward community-based support and operations, where I can use my technical proficiency to pinpoint the exact resources and services individuals and families need to succeed.

CORE COMPETENCIES

Technical: Microsoft 365, LiveVox, Latitude, Database Management

Operations: Team Leadership, Project Coordination, HIPAA Compliance

IT Support: Network Troubleshooting, Hardware Maintenance

Service: Conflict De-escalation, Community Advocacy

PROFESSIONAL EXPERIENCE

Southwest Credit Systems (Client: T-Mobile)

Account Specialist

Carrollton, TX

March 2023 – Present

- Led shift operations for a high-volume call center and managed daily targets for the team.
- Used Latitude software to research account histories and resolve complex billing disputes independently.
- Collaborated with cross-functional support teams to streamline call routing and reduce customer wait times.
- Mentored team members on active listening to find fair solutions for customers with sensitive account issues.
- Handled financial data with 100% accuracy while following all privacy and security protocols.

Texas Health Resources

Certified Patient Care Technician (CPCT)

Dallas, TX

October 2022 – February 2023

- Provided essential clinical care in a hospital trauma unit, assisting staff with vitals and procedures.
- Monitored patient vital signs and immediately escalated critical changes in condition to the attending medical staff.
- Maintained clear and empathetic communication with families during stressful crisis situations.
- Managed confidential medical records with high attention to detail in compliance with hospital rules.

Food Services Attendant

February 2021 – October 2022

- Provided effective customer service to patients and families, communicating in a clear and empathetic manner.
- Followed strict guidelines, procedures, and safety protocols within a fast-paced environment.

City of Dallas

Help Desk Technician (Internship)

Dallas, TX

May 2017 – August 2017

- Resolved technical software and hardware issues for city employees via phone and remote support.
- Logged and tracked service requests in the central IT ticketing system to ensure timely resolution and follow-up.
- Tracked equipment inventory and followed protocols for the secure disposal of city hardware.

EDUCATION & ACADEMIC PROGRAMS

Bachelor of Applied Science in Management | Dallas College

Expected May 2027

Associate of Science (Liberal Sciences) | Dallas College

May 2024

Associate of Applied Science (PC Support) | Dallas College

May 2020

High School Diploma (Early College Program) | James Madison High School, Dallas, TX

May 2020

Additional Dallas College Credentials: • CE Skills Achievement: Patient Care Technician (10/22) • Certificate 2: Personal Computer Specialist (05/20) • Certificate 1: CIT - Help Desk & Personal Computer User (12/19) • Occupational Skill Achievement: CIT - Support Specialist I (05/19) • Certificate 1: CIT - Technology Support (05/19)