

Ramel Fields

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Software Engineer

Experienced software engineer and network technician with a strong background in full-stack development, network security, and system installations. Skilled in building modern web applications, implementing secure network solutions, and optimizing systems for efficiency. Proven track record of delivering tailored solutions that improve user experience, enhance security, and drive business growth. Passionate about problem-solving, innovation, and creating scalable technology solutions.

Core Competencies

- Full-Stack
- React Native
- Version Control
- Cloud Management
- System Optimization
- Networking & Security
- Database Management
- Problem Solving
- UI/UX
- Responsive Web Dev
- REST API

PROFESSIONAL EXPERIENCE

Ark Systems Inc, Salisbury, MD

Security & Communications Engineer | October 2021-Present

A cutting-edge security & communications company specializing in the design and integration of high-performance communication systems, networking infrastructure, and security solutions for public-sector projects, including municipalities, airports, and critical facilities.

- Led the design and deployment of large-scale security and communication networks, supporting 15,000+ students, multiple municipal facilities, and law enforcement agencies across four counties
- Integrated IP-based surveillance, PA systems, and access control solutions into diverse environments, ensuring seamless connectivity and ease of use for both public and private sector clients.
- Designed and implemented a redundant network architecture using Ubiquiti wireless backhubs to support critical surveillance systems. Achieved 99.99% uptime and eliminated signal interference across multiple sites, ensuring uninterrupted security operations.
- Configured and optimized servers for security and network management, ensuring scalability, uptime, and cybersecurity for thousands of users
- Worked closely with law enforcement and public safety teams, implementing real-time monitoring and access control solutions that improved emergency response times and situational awareness.
- Diagnosed and resolved complex networking and system issues, applying expertise in TCP/IP, Windows Server, and multi-platform integration to keep mission-critical systems running smoothly.

100 Devs, Remote

Software Engineer | Oct 23-Present

A dynamic web development agency specializing in creating responsive, user-focused digital solutions that enhance online presence, drive engagement, and optimize business performance.

- Developed modern, responsive web applications, collaborating with teams to create seamless user experiences through best practices in design, performance, and accessibility.
- Built and deployed full-stack applications with HTML, CSS, JavaScript, and backend technologies, ensuring well-structured, maintainable code that meets both functional and aesthetic goals.
- Designed and integrated custom APIs and backend solutions, optimizing data flow and performance for dynamic front-end applications.
- Worked directly with clients to enhance their web presence, providing insights on improving site traffic, user engagement, and overall digital strategy.
- Applied Agile methodologies, including SCRUM, to manage project workflows efficiently, fostering iterative development and continuous improvement.
- Developed tailored websites using a mix of technologies to drive sales, improve user experience, and support scalable business growth.

Absolute Security, Salisbury, MD

Security Systems Technician | April 2018-October 2021

- Installed and configured residential and commercial security systems, tailoring solutions to meet customer needs while ensuring seamless integration and long-term reliability.
- Designed and optimized CCTV network environments, improving monitoring coverage and efficiency for businesses and homeowners.
- Developed streamlined network setup and installation processes, reducing deployment times and enhancing overall system performance.
- Boosted customer retention by 15% year-over-year through high-quality installations, proactive support, and a commitment to customer satisfaction.

Verizon Wireless, Ocean City, MD

Technical Support & Account Management specialist | April 2016-April 2018

- **Diagnosed and resolved network, software, and hardware issues**, ensuring seamless device functionality and an improved customer experience.
- **Managed large-scale customer accounts**, including business clients with **50+ users and devices**, maintaining account integrity and facilitating smooth transitions during system changes.
- **Increased store sales by 15% in just five months** by implementing strategic sales techniques, enhancing customer engagement, and optimizing service offerings..
- **Leveraged promotions and deals to save customers an average of 10%**, driving loyalty and increasing long-term retention.

EDUCATION & PROFESSIONAL DEVELOPMENT

Southern New Hampshire University, Manchester, NH

Virginia Wesleyan University, Virginia Beach, VA

Motorola Solutions

Avigilon Control Center 7 Operator and Administrator Certification| *Completed 2022/2023*

Motorola Solutions

Avigilon Access Control Manager 6 Operator Certification | *Completed 2022/2023*