

Alexis E. Castro Borjas

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Education

Bachelor of Science in Information Technology, Graduated May 2018
Minor in Computer Science
Minnesota State University Moorhead (MSUM), Moorhead, MN

Work experience

General Maintenance Worker Assistant, MSUM, Moorhead, MN January 2016-May 2018

SharePoint Support Professional, VMC Consulting, Fargo, ND August 2018-January 2019

- Collaborated with IT departments to solve issues pertaining SharePoint in its entirety
- Aided users troubleshoot issues on SharePoint Online and OneDrive for Business
- Assisted in escalations involving SharePoint through internal Microsoft support.

Technical Support Representative, Trimble Transportation, Minneapolis, MN January 2019-August 2019

- Provided first level support to In-Cab PeopleNet systems
- Assisted level 1 billing support providing invoices and creating sales orders
- Guided administrators through best practices to use on their fleet
- Evaluated Fleet readiness for ELD migration from AOBDR

Euro Moulding & Supplies - Delray Beach, FL March 2020 to April 2022

- Provide assistance to customers via Amazon messaging system.
- Supervise distributor's accounts to ensure inventory arrival at proper times
- Maintain inventory of certain items to prevent late shipments
- Expanded online inventory into 10,000+ items
- Assist accounting by controlling business expenditure along with tracking of where the expenses went
- Oversee all orders to ensure the proper shipments are being made
- Translated Documents from English to Spanish
- Proofread any outgoing mail to ensure clear and concise messaging
- Provide IT support for all users within the company. This meant providing proper refurbishment of old equipment. Cloning/upgrading Hard drives into Solid State drives to improve efficiency. Aiding management into purchasing new machines

Server The Great American Bagel - Chicago, IL April 2022 to Present

- Trained new employees
- Followed proper food and safety procedures while serving over 100 customers daily
- Proved proficiency at opening and closing shifts
- Covered closing shifts when necessary