

# Benjamin Ortiz Jr.

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Thompstontown, Pennsylvania

## Summary

Support professional with 8+ years of experience providing software and hardware support with a customer service first approach, accompanied with an educational background in software development and 10+ years in a call center environment.

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## Education

### Advanced Full Stack Web Development

Bryan University • Tempe, Arizona

03/2022

Associate Degree. GPA 3.9.

### Full Stack Web Development (MERN)

Bryan University • Tempe, Arizona

11/2020

Certification, MERN Development Stack

- MongoDB
  - Express.js
  - React.js
  - Node.js
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## Experience

### IT Support Specialist

RETAIL BUSINESS SERVICES, an AHOLD DELHAIZE COMPANY • Carlisle, Pa

11/2014 - Present

Support analyst providing internal/external software, hardware, and network support for all associates in a corporate/retail environment.

- Respond to inbound phone calls, emails, and internal requests/tickets for all software, hardware, and network issues.
- Provide troubleshooting on all hardware related requests/tickets and dispatch technicians for service.
- Provide remote PC/Software support to all end users via internal remote access tools.
- System administration for Windows 7/10, web apps, servers, and controllers following PCI DSS guidelines.
- Research issues using internal/external sources and escalate incidents with high impact levels or that have not been resolved within the SLA.
- Document all support interactions via ticketing systems such as BMC Remedy/ServiceNow platforms. Other job-related documentation includes internal knowledge base article creation as well as escalation processes for both end users and support personnel.
- Participate in scheduled global system and OS upgrades via onsite authorization verifications and completion tracking adhering to Change Management guidelines.
- Collaboration with support teams, developers, and key stakeholders to provide incident work arounds and rapid resolutions.
- Perform additional departmental support tasks such as accounting software troubleshooting and other tasks/projects as needed.

- Participate in team meetings and provide feedback on troubleshooting changes/updates.
- Stay current with system information, changes, and updates.
- Provide effective communication across several channels with a diverse range of individuals and teams.

## Senior Recovery Specialist

Torres Collection Services • Carlisle, PA

08/2012 - 10/2014

Senior Recovery Specialist providing collection services and managing corporate accounts for utility service clients in a call center environment while adhering to FDCPA guidelines and meeting company metric and collection goals.

- Provide excellent customer/recovery services and assigned to train new team members as needed.
- Provide strong customer location services utilizing skip tracing tools and techniques to increase company revenue annually.
- Provided excellent documentation on all customer interactions via internal CRM. Other documentation tasks include agent scripts and providing proof of payment correspondence by mail or fax.
- Provided data entry by entering new customer account information received from clients with high attention to detail and accuracy prior to account being submitted to daily call cycle.
- Provide live payment processing via debit, credit, or check by phone. Negotiated and setup recurring payment plans for all accounts not paid in full.
- Provide excellent communication with all three major credit bureaus submitting updates and derogatory removal requests for all satisfied customer accounts.

## Customer Service Representative/Call Center

Department of Transportation PENNDOT • Harrisburg, PA

10/2007 - 08/2012

Customer Service Representative providing drivers licensing examination scheduling and drivers license restoration services to the public in a call center environment.

- Provide excellent customer service for all inbound inquiries in regard to drivers license exam scheduling or individual driver license restoration requirements.
- Kept accurate records of all interactions, including customer names, addresses, phone numbers, etc. Also updated internal systems with accurate information pertaining to the licensee.
- Adhered to the company policy of 100% accuracy when providing drivers license information to all personal and commercial license holders by utilizing the knowledge base on all interactions.
- Developed relationships with new staff members, and assisted in training new hires and ensuring the company accuracy metrics are met.
- Provided excellent verbal and oral communication across all departments and team members.

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## Skills

Customer service, Microsoft Office, Software Development, Help Desk, Computer Literacy, Technical Writing, Windows, Linux, Mac OS, Time management, Communication skills, Remote Access Software, Team Building, HTML5, CSS3, JavaScript, JSON, MySQL, MongoDB, ReactJS, Express.js, REST, GitHub, WordPress, Heroku, Node.js, Docker, HTTPS, AJAX, Apache

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## Personal Web Portfolio

<https://www.benjaminortizjr.com>