

Benjamin Ortiz Jr

Tech Support Analyst/Junior Full Stack Developer

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Seeking a challenging role for a reputable organization to utilize my support, web development, and customer focused tech skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the IT sector.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Technical Support Analyst

RETAIL BUSINESS SERVICES/AHOLD DELHAIZE - Carlisle, PA

November 2014 to Present

Support Analyst providing technical support to associates for all technology in a retail environment with a customer service focus centered around the company's core values.

- Remote position
- LDAP/Active Directory (User ID/Password Admin).
- Microsoft Exchange O365 Support (Outlook, Teams, Word, Excel, PowerPoint, etc.).
- Web App & Intranet Support (SharePoint intranet sites, Google Sites, 3rd party).
- Software troubleshooting .
- Hardware troubleshooting.
- Network troubleshooting.
- Server troubleshooting.
- Fuel Site/Systems troubleshooting.
- POS/EFT Pin pad troubleshooting.
- Computer Assisted Ordering (CAO) support and troubleshooting.
- Printer troubleshooting and queue management.
- Bizerba, Digi, and Hobart Scale troubleshooting and PLU data transmissions.
- Handheld RF Gun (MC9090/MC92N0) troubleshooting.
- WFM Kronos timeclock remote configuration/initialization.
- Remote desktop support and troubleshooting.
- Escalating incidents to next level support teams or dispatching technicians.
- Ticketing Software: ServiceNow and BMC Remedy.
- Accounting - assist store accountants with all store cash tracking and reverse user discrepancies.
- Escalation Process - created the escalation process for stores to report high impact issues that require immediate attention. Created training documents for store associates and support admins. Provided one-on-one training to all support admins on the escalation process.
- Assist in categorizing incoming customer emails for the customer service team contributing to the companies "Blur the Lines" initiative that promotes inter-department cross-training.

Senior Recovery Specialist

TCS, INC - Carlisle, PA

August 2012 to October 2014

Customer Service/Collections- Negotiating/Collecting utility debt. Skip tracing and contacting customers to inform and resolve utility debt for various clients. Duties also included collections on business accounts as well as meeting all monthly company collection quotas.

- Clients Include: UGI (Natural Gas) PP&L Electric, Book of The Month Clubs & Metro Bank.
- Skip Tracing (Lexus Nexus, Google, etc)
- CRM Software
- Customer Accounts
- Business Accounts
- Credit/Debit Payment Processing
- Credit Bureau Reporting
- Fax/Mailing Customer Correspondence
- Data Entry

Customer Service Rep

PENNDOT - Harrisburg, PA

July 2011 to August 2012

Providing excellent customer service in a call center environment for all PennDOT locations through out PA. Providing information for vehicle and driver's license services.

- License Test Scheduling
- Customer Service
- License Restoration
- Driver & Vehicle Services
- Data Entry
- Information Services

Recovery Specialist

Performant Financial Corporation - Carlisle, PA

October 2007 to July 2011

Negotiating State Tax debt with customers. Duties included skip tracing and contacting customers. Negotiating payment arrangements and initiating payment via phone.

- Skip Tracing
- Customer Service
- Collections
- CRM/Account Management
- Business Accounts
- Data Entry

Education

Associate Degree in Full Stack Web Development

Bryant University - Tempe, AZ

January 2020 to March 2022

Diploma

HARRISBURG HIGH SCHOOL

1998 to 2001

Skills

- HTML5 (2 years)
- CSS (2 years)
- JavaScript (1 year)
- HTTPS (1 year)
- AJAX (1 year)
- REST (1 year)
- APIs (1 year)
- React (1 year)
- Node.js (1 year)
- Express.js (1 year)
- Redux (1 year)
- MongoDB (1 year)
- Mongoose (1 year)
- MySQL (1 year)
- NGINX (Less than 1 year)
- Apache (Less than 1 year)
- Docker (Less than 1 year)
- GitHub (1 year)
- Python (Less than 1 year)
- Django (Less than 1 year)
- Software testing (Mocha/Chai) (Less than 1 year)
- WordPress (1 year)
- Linux (1 year)
- Microsoft Word (6 years)
- Microsoft Excel (6 years)
- Microsoft Powerpoint (6 years)
- Microsoft Outlook (6 years)
- SharePoint (6 years)
- ServiceNow (3 years)

- Remedy (4 years)
- Windows Remote Desktop (6 years)
- Remote access software (6 years)

Links

<https://www.linkedin.com/in/benjamin-ortiz-jr-956277146/>

Certifications and Licenses

MERN Full Stack Certification

November 2020 to Present

Full-Stack Web Development Certification (MERN)

- MongoDB
- Express
- React
- Nodejs

Assessments

Software developer fit — Proficient

October 2020

Measures the traits that are important for successful software developers

Full results: [Proficient](#)

Technical support: Customer situations — Highly Proficient

April 2021

Responding to technical support situations with sensitivity

Full results: [Highly Proficient](#)

Technical support — Proficient

April 2021

Performing software, hardware, and network operations

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.