

# ALEXANDER BAEZ LARSON

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## SKILLS

POS upgrades, Active Directory (AD), Powershell, Software Migration, PHP Scripting, Customer Relationship Management, Team Management, ITIL modeling and managing.

## EXPERIENCE

- Bilingual (Spanish).
- Utilized Jira to help coordinate critical projects
- Created a Bash script for (non-IT) end users to query a database for info
- Well-experienced with PowerShell scripting
- Lead of coordinating upgrades to our Canadian region
- Manage and support Infor, OMS and other third party software

## WORK HISTORY

10/2018 to Current

### Support Engineer

**Zumiez DC** — Corona, California

- Managed and improved OTRS ticketing FAQ process leading to an Atlassian Confluence 'Knowledge-base' page
- Created, documented, communicated and maintained technical documents, including Standard Operation Procedures, user manuals, and support base entries
- Implemented ITIL techniques for conducting routine maintenance on servers and systems in order to improve efficiency
- Acted as internal resource to help Identify, prioritize, and manage people, systems, space, budgets, contracts to foster productivity and deliver solutions by leveraging Jira

06/2016 to 09/2018

### Solutions Desk Analyst II

**Zumiez Home Office** — Lynnwood, WA

- In charge of installing and troubleshooting new POS system for 650 retail locations
- Maintaining web-page FAQ and company directory reports by troubleshooting, updating our LAMP package
- Customer Service (Working with upwards of 60 customers on a daily basis)

## EDUCATION

2016

**Bachelor of Science:** Computer Science

**Montana State University** — Bozeman, MT

Kappa Sigma (Delta Lambda Chapter)

## ACCOMPLISHMENTS

### Jan 2019 - 100K Invitation

Invited to attend an end of year celebration in Colorado, based on job performance throughout the fiscal year. Selection is based on yearly measurable result in addition to recommendations from upper level management.

### April 2019 - Top Performer: 1st Warehouse Sale

Awarded with Client excellence award for ability to maintain top performance in customer satisfaction in a highly critical event.