



## **PORTFOLIO WEBSITE**

- <http://aochamorro9756.github.io> – Please visit my portfolio website where you will find more information about my interests, projects, and achievements

## **WORK EXPERIENCE**

### **Surveillance Agent, Seminole Tribe of Florida, Tampa, FL**

*October 2021 – Current*

- Monitor and observe activities on property via video surveillance (live and recorded) to identify potential criminal, unwanted, or irregular activities/behavior
- Monitor and observe employees and operations on property to ensure Standard Operating Procedures (SOPs), as well as other regulations, are adhered to
- Identify, document, and report unusual behavior/activities that could relate to or suggest criminal behavior, violations of policy and standards, and violations of applicable regulations
- Gather data from primary or secondary data sources and maintain database systems
- Assist with department investigations, audits, and reviews
- Answer incoming phone calls and emails in a fast-paced environment

### **Social Media Specialist, Intrigue Designs, Baltimore, MD**

*October 2017 – October 2021*

- Customize Windows software solutions to solve business problems to meet the marketing needs of the growing business
- Engage with existing and new customers, via various social media platforms (Instagram), informing them of upcoming events and sharing new educational content
- Collect performance related analytical data and create reports that help the owner make business decisions and monitor social media influence and performance

### **Operations Admin, FedEx, Fort Myers, FL**

*September 2020 – February 2021*

- Perform clerical and administrative functions for all hub and station operational areas, including linehaul, quality assurance and customer service
- Provide exceptional customer service, by responding to customer needs in a timely and efficient manner. Track lost packages and process damaged items
- Consistently recognized for meeting/exceeding daily warehouse performance goals

## **RELATED SKILLS AND CERTIFICATIONS**

**Certifications:** IACT Microsoft Windows 8.1, IACT Microsoft Word 2012 Level 1, FAA Student Pilot (ID 3868388), Florida Real Estate License (Yet to be completed)

*Other industry relevant certifications may be obtained prior to or during employment upon request*

## **EDUCATION**

### **Florida Gulf Coast University, Fort Myers, FL**

*May 2021*

*Bachelor of Arts in Integrated Studies, with a focus on Software Engineering*

*Minor in Computer Science*

**Relevant coursework:** Computer Organization and Assembly Language, Programming Methodology, Software Engineering Fundamentals, Graph Theory, Engineering Entrepreneurship, and Information Systems

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