Alex Orion Chamorro

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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

Freelance IT Specialist, *Self-Employed*, Remote   *November 2016 – Current*

- Design and install computer and networking equipment to meet the needs of customer specifications
- Perform remote diagnostics via TeamViewer and RDP to troubleshoot hardware, software, and network problems
- Provide installation of the full Microsoft Office suite as well as other tools and software including, but not limited to, VMs, VPNs, Anti-Virus/Malware, and system cleaners
- Complete full installations of operating systems such as Linux, OS X, and Microsoft Windows.

Social Media Specialist, *Intrigue Designs*, Baltimore, MD   *October 2017 – Current*

- 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 line-haul, 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)

Platforms: Windows, Linux, OS X, iOS, Android

Networking: LANs/WANs, TCP/UDP/IP, pfSense/Dd-wrt/Cisco Routers, DNS, VPN, Firewalls, basic experience in Active Directory

Hardware: Laptops, Desktops, iMacs, iPads, Tablets, Printers, Scanners, Android Phones, TVs

Applications: Malwarebytes Anti-Malware, Norton/McAfee Antivirus, Office 365, Piriform Ccleaner/Speccy, Virtual-Box/VMware/QEMU/Hyper-V

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*