



## Alex Orion Chamorro

Portfolio Website – <http://aochamorro9756.github.io>

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### WORK EXPERIENCE

**Marketing Strategist, *Intrigue Designs*, Baltimore, MD (Remote)**

October 2017 – Current

- Established, initiated and optimized business development strategies based on company targets, product specifications, market data and budget factors
- Establish strong, long term relationship, with new and existing clients
- Generate innovative ideas to promote our brand and services
- Ensure brand consistency is maintained throughout all 5 primary marketing channels with a reach of over 200,000 people
- Customize Windows software solutions to solve business problems to meet the marketing needs of a growing business

**IT Technician, *Alico Inc.*, Fort Myers, FL**

May 2022 – February 2023

- Troubleshoot, diagnose, and resolve, hardware or software problems for at least 100 users
- Configure workstations with computers and necessary peripheral devices to align with business needs
- Provide orientation and guidance to users on operation of software and computer equipment
- Ensure the security and privacy of networks and computer systems are maintained accordingly
- Assist management in maintaining relationships with at least 5 external IT vendors and service providers
- Responsible for scheduling, monitoring and performing frequent system upgrades, updates, and maintenance without deterring others from completing their work
- Maintain and document asset acquisitions, software maintenance, and repairs/fixes performed.

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

October 2021 – February 2022

- 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
- Assisted with over 500 department investigations, audits, or reviews

### RELATED SKILLS AND CERTIFICATIONS

**Certifications:** CompTIA A+, IACT Microsoft Windows 8.1, 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, Active Directory

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

**Applications:** Industry Standard Anti-Malware / Anti-Virus, Office 365, VirtualBox/VMware/QEMU/Hyper-V

### 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*

**Adams State University, Alamosa, CO**

May 2016

*Aeronautics/Aviation/Aerospace Science and Technology, General*

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