

Alex Orion Chamorro

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

+1 (516) 713-3832 - alexochamorro@gmail.com - www.linkedin.com/in/aochamorro



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 social media platforms such as 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

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
- Assist with department investigations, audits, and reviews
- Answer incoming phone calls and emails in a fast-paced environment

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/Specy, Virtual-Box/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