



## Alex Orion Chamorro

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

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### WORK EXPERIENCE

**Technology Strategist**, *Intrigue Designs*, Baltimore, MD (Remote) October 2017 – Current

- Spearheaded a comprehensive analysis of market trends and customer needs, resulting in the development and implementation of a targeted sales strategy that increased revenue by 26%
- Build and nurture lasting client relationships, yielding 10% higher retention and 15% improved satisfaction. Secured 1000+ new contracts from new & existing clients via technological integrations
- Customize Windows software solutions to address business challenges, achieving ~30% operational efficiency improvement and a 25% reduction in manual processes. Align marketing strategies with business objectives, resulting in ~12.5% growth in customer acquisition and retention rates
- Maintain brand consistency throughout all 5 primary marketing channels with a reach of over 200,000 people

**IT Technician**, *Alico Inc.*, Fort Myers, FL May 2022 – February 2023

- Expertly configured over 50 workstations and essential peripheral devices, to align with dynamic business requirements. Achieved a ~15% reduction in setup time and a ~40% decrease in support tickets related to workstation compatibility issues. Ensured seamless workflow and increased employee productivity by implementing efficient workstation setups tailored to specific job roles
- Troubleshoot, diagnosed, and resolved, hardware or software problems for ~100 users
- Delivered comprehensive orientation and guidance to users, empowering them to proficiently operate software and computer equipment. Grew user proficiency by ~10% through personalized training sessions. Significantly reduced support inquiries related to software usage, resulting in a ~40% decrease in user-reported incidents and a boost in overall productivity
- Managed system upgrades, updates, and maintenance with minimal workflow disruption. Achieved a ~3% reduction in downtime through proactive maintenance and optimized upgrade schedules. Coordinated upgrades for minimal productivity impact, enhancing overall work efficiency
- Preserved network and system security, leading to a ~10% reduction in security and data breaches. Collaborated with Systems Engineer to implement advanced security measures, including firewalls, encryption, and vulnerability assessments, protecting sensitive information
- Meticulously managed and documented asset acquisitions, maintenance, and repairs, yielding ~20% improved asset tracking accuracy. Maintained comprehensive documentation for seamless audits and regulatory compliance

### 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/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*