Alex Orion Chamorro

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

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WORK EXPERIENCE

Service Desk Specialist, *Softrim LLC*, Fort Myers, FL   March 2024 – Current
- Diagnose and address issues with wireless controllers, access points, routers, firewalls, and network switches, collaborating effectively with ISP vendors; resolving ≈93% of issues on first contact.
- Provide HIPAA-compliant technical support via phone, in person, and remotely, handling 75+ inquiries weekly supporting 15,000+ users.
- Administer Microsoft Active Directory, Entra, O365 user accounts, and computer configurations to maintain seamless operations for 100+ clients.
- Collaborate with Senior Service Desk and IT Specialists for advanced incident escalation, ensuring timely resolutions and comprehensive documentation per company SOPs.

Technology Strategist, *Intrigue Designs*, Baltimore, MD (Remote)   October 2017 – Current
- Continuously analyze, optimize, and deploy new software solutions to enhance operational efficiency across all marketing channels.
- Cultivate enduring client relationships, achieving 10% higher retention and 15% improved satisfaction so far. Secured 1000+ contracts via strategic technological integrations.
- Customize Windows software solutions, enhancing operational efficiency by ≈30% and reducing manual processes by 25%.
- Ensure brand consistency across 5 primary marketing channels, reaching over 300,000 individuals.

IT Technician, *Alico Inc.*, Fort Myers, FL   May 2022 – February 2023
- Configured 50+ workstations and peripherals, reducing setup time by ≈15% and decreasing compatibility related support tickets by ≈40%.
- Diagnosed and resolved hardware and software issues for ≈100 users, enhancing overall productivity by ≈10% through personalized training and support.
- Managed system upgrades and maintenance, ensuring continuous operations and optimized productivity.
- Implemented advanced security measures with Systems Engineer, resulting in a ≈10% reduction in security breaches.
- Managed asset acquisitions, maintenance, and repairs, improving asset tracking accuracy by ≈20% and ensuring compliance with regulatory standards, including SOX compliance.

RELATED SKILLS AND CERTIFICATIONS

Certifications: CompTIA A+, CompTIA Network +, IACT Microsoft Windows 8.1, FAA Student Pilot (ID 3868388)

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

Networking: LANs/WANs, TCP/UDP/IP, Unifi, SonicWall, 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/QEMU/Hyper-V, Entra

EDUCATION

Florida Gulf Coast University, Fort Myers, FL

Bachelor of Arts in IGS with a focus on Software Engineering

Minor in Computer Science

Adams State University, Alamosa, CO

Aeronautics/Aviation/Aerospace Science and Technology, General