

JOSEPH LOPORTO

josephloporto.com

PROFILE

Graduate of computer science with experience working across multiple teams and communicating with end users on needs and pain points. Poised to deliver research and reports to leadership, and delegate as needed to teams.

Key Skills: Java, C, Python, Ticketing, Troubleshooting, Systems Programming, Cybersecurity, Automation/Scripting, System Design/Deployment, Selenium, Testing, Maven, Active Directory

EXPERIENCE

- January 2022 **IT Support Associate II, Amazon.com LLC**
February 2023 Delegated across 5 nodal teams and 2 shifts to support 1000+ end users and vendors in a warehouse IT setting. Utilized ticketing systems to resolve over 100 tickets per week in communication on remote and local issues. Trained and onboarded multiple new IT employees to enable them to follow policy and procedure in both same and lower-level roles.
- Diagnosed analyzed, and resolved network, software, and hardware issues in 15+ end user utilities, and across Cisco/Windows/Active Directory/Linux network infrastructure for a 1.1mil square foot building. Proactively worked in systems programming languages and scripting/automation. Travelled multiple days to assist new build sites in bringing infrastructure up to Amazon standards, and in configuration of network topology.
- May 2018 **Pharmacy Technician, Albertsons Companies**
February 2020 Assisted pharmacists in technical and billing issues. handled controlled and legacy prescriptions in addition to direction and communication with customers on sensitive issues in compliance with local and federal laws.

EDUCATION

Delaware County Community College, Media, PA
A.S., Computer Science, Honors
August 2021 - May 2023
Relevant Courses: Discreet Math, Data Structures and Algorithms, Intermediate Programming, Network Communications

Certified: TestOut Network Pro, OSHA 10 Hour

PROJECTS

- Amazon MDT2 Pack IT Rebuild – 2022**
Coordinated between independent contractors and local leadership to push replacement of 100+ units of outdated equipment to update the ergonomic standard of a shipping operation with a yearly throughput of millions of packages. Worked directly with employees to train them on new equipment and address pain points.
- Selenium Scraper/Tester– 2023**
Gained experience in best practice and usage of Selenium test suite through design and implementation of WebDriver based projects written in Java with Maven build support and Python interfacing. Worked and troubleshot towards the purpose of testing web applications and as a web scraping tool.