

ERIK VIGORITO

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<https://erikcloudportal.netlify.app/> or <https://equicktruth-ctrl.github.io/WebPortfolio/>

IT Operations Specialist & Customer Service | Remote Work Professional

Results-oriented professional with solid experience in operations leadership coupled with growing expertise in AI/ML, data annotation, Python automation, and modern business technologies. Certified in AI fundamentals, machine learning, big data, and cloud systems. Comfortable at translating complex data workflows into practical solutions, improving processes through automation, and collaborating across teams in dynamic environments. Experienced in supporting data integrity on large datasets and applying new technologies to enhance operational workflows. I am interested in remote roles in data annotation, IT support, or junior development to apply technical certifications, strong attention to detail, and enthusiasm for AI-driven projects.

CORE COMPETENCIES & SKILLS

AI/ML & Data: Data Annotation & Labeling | TensorFlow & Image Processing | Python Scripting (OOP, Automation) | Data Validation & QA | AI Fundamentals | Big Data & Hadoop | Dataset Management

Technology: Microsoft 365 & Azure AI (AI-900) | SharePoint/Teams | IT Systems & Help Desk | Process Automation | Agile/Jira | Figma & Webflow Design

Operations & Leadership: Process Improvement & SOPs | Cost Optimization | CRM (HubSpot) | Vendor Management | Team Leadership | Remote Work | Regulatory Compliance

AREAS OF EXPERTISE

Business Strategy Development | Operations Oversight | Retail & Food Service Operations | Quality & Food Safety Compliance | Supply Chain Logistics | Facility & Asset Management | Performance Management | Staff Hiring, Training & Development | Forecasting & Planning | Contract Negotiation | Customer Account Management | SOP Development | Digital Transformation Initiatives

Personal Brand Statement

A strategic leader who blends traditional management skills with a people-centered approach to technology and teamwork. I enjoy leading teams and fostering collaboration in onsite, remote, and hybrid environments. Adaptable and committed to continuous learning and problem-solving, I focus on creating positive spaces where growth, engagement, and sustainable success happen naturally.

PROFESSIONAL EXPERIENCE

Office Manager (part-time), Information Technology
December 2024 – Present

The Retreat, Orlando, FL

- Aligned IT service delivery with business objectives, boosting productivity across all departments.
- Introduced cost optimization strategies, improving budget performance and resource allocation.
- Executed manual data annotation and labeling tasks for visual datasets using AI-based tools, ensuring high accuracy and completeness.
- Implemented technology upgrades and automation, increasing team collaboration and service speed.
- Optimized vendor contracts and procurement cycles, cutting processing time by **25%**.
- Partnered with executive leadership to align IT roadmaps with organizational goals.

Logistics and Operations Specialist

November 2017 – January 2025

Mobile Logistics Services, South & Central FL

- Supported logistics operations and deliveries, ensuring full **regulatory compliance**.
- Delivered white-glove support, driving a **15%** increase in customer satisfaction and client retention.
- Performed QA on large datasets to verify accuracy and detect discrepancies.
- Developed **SOPs, optimizing** data consistency and dispatch efficiency by **20%**.
- Led **process improvement** initiatives in routing and fulfillment, reducing delivery times by **15%**.
- Served as liaison among customers, vendors, and internal teams, enhancing logistics flow efficiency.

General Manager

May 2014 – December 2017

Shell, Fort Pierce, FL

- Directed daily operations, including staffing, merchandising, and **customer experience management**.
- Implemented targeted initiatives to **increase sales**, surpassing regional benchmarks by **10%**.
- Reduced inventory waste by **30%** through **lean inventory management** practices.
- Hired, coached, and retained high-performing employees, improving staff engagement and retention.
- Maintained strict adherence to **safety, sanitation**, and regulatory compliance standards.

General Manager

August 2010 – April 2014

RaceTrac, Fort Pierce, FL

- Led operations across multiple stores, emphasizing sales growth and customer satisfaction.
- Trained and developed staff to enhance service delivery and operational efficiency by **20%**.
- Ensured compliance with operational standards and food safety regulations.
- Optimized marketing strategies to drive inside sales performance by **17%**.
- Analyzed financial metrics (KPIs) to make informed strategic business decisions.

EDUCATION

Bachelor of Science (BS), Information Technology Management & Cybersecurity

Indian River State College, Fort Pierce, FL

Relevant Coursework: Network Security & Cryptography | Systems Analysis & Design | Database Design & Administration | Computer Forensics | Data Mining & Warehousing

Certifications & Professional Development

AI/ML & Data: CompTIA A+ | IBM Artificial Intelligence Fundamentals | IBM Big Data Foundations | IBM Hadoop Foundations | IBM Project Management Fundamentals | LinkedIn Hands-On Data Annotation: Applied Machine Learning | LinkedIn TensorFlow 2.0: Working with Images | Microsoft Azure AI Fundamentals (AI-900)

Programming & Automation: LinkedIn Python Essential Training | LinkedIn Python Object-Oriented Programming | LinkedIn Automate Your Workflows with Generative AI

Cloud & Collaboration: Microsoft Collaboration: SharePoint, Teams, Groups, and Yammer | LinkedIn Agile Project Management with Jira Cloud

Design & Content Strategy: LinkedIn Figma Essential Training | LinkedIn Figma: Using Auto Layout | LinkedIn Designing from Figma to Webflow | LinkedIn Content Creation: Strategy and Tools | LinkedIn Strategic Content Marketing | LinkedIn Storytelling and Content Creation | LinkedIn AI and Generative AI for Video Content Creation

Remote Work & Professional Excellence: LinkedIn Remote Work Foundations | LinkedIn Excel Essentials Training (Microsoft 365) | LinkedIn Leading Virtual Meetings | LinkedIn Digital Body Language | LinkedIn Time Management: Working from Home | LinkedIn Brainstorming Tools | LinkedIn HubSpot CRM