

# ERIK VIGORITO

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## CUSTOMER SERVICE & TECHNOLOGY REMOTE OPERATIONS

Adaptable professional with 19 years of experience in customer-facing operations, logistics, and IT systems. Proven ability to enhance customer satisfaction, drive sales growth, and streamline processes using technology and data. I am skilled in troubleshooting, communication, and team leadership. Currently expanding technical expertise through certifications in Artificial Intelligence, Big Data, Project Management and IT systems to support technology-driven service organizations.

## CORE COMPETENCIES & SKILLS

*Leadership & Operations:* Team Leadership | Cross-Functional Collaboration | Multi-Unit Management | Change Management | Project Management | Crisis Management

*Strategy & Execution:* Strategic Planning | Business Process Improvement | Interim & General Management | KPI Development & Monitoring

*Customer Experience & Sales:* Customer Service Excellence | Client Retention Strategies | Sales Growth | Marketing Strategy | CRM Tools

*Technology & IT Alignment:* IT Operations & Budgeting | Systems Implementation | Process Automation | Software & Hardware Optimization | Microsoft 365 | Google Workspace | Help Desk Support

*Finance & Procurement:* Budgeting & Cost Control | Financial Reporting & Analysis | Vendor Management | Procurement & Purchasing | Inventory Management

## 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 blending traditional management experience with modern AI and digital skills to lead and innovate in onsite, remote and hybrid environments. Dedicated to fostering growth, engagement, and sustainable success.

## 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.
- 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

- Managed logistics coordination across 17,000+ delivery sites, ensuring full **regulatory compliance**.
- Delivered white-glove support, driving a 15% increase in customer satisfaction and client retention.
- Led **process improvement** initiatives in routing and fulfillment, reducing delivery times by 15%.
- Authored and enforced **SOPs, optimizing** dispatch protocols by 20%.
- 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, Management & Leadership

**Certifications:** CompTIA A+, IBM Artificial Intelligence Fundamentals, IBM Hadoop Foundations, IBM Big Data Foundations, IBM Project Management Fundamentals, LinkedIn Automate Your Workflows with Generative AI, LinkedIn Remote Work Foundations, LinkedIn Excel Essentials Training (Microsoft 365), LinkedIn Agile Project Management with Jira Cloud: Projects, Boards, and Issues, LinkedIn Hands-On Data Annotation: Applied Machine Learning, LinkedIn Python Essential Training, LinkedIn Python Object-Oriented Programming, Microsoft Collaboration: SharePoint, Teams, Groups, and Yammer, Microsoft Azure AI Fundamentals (AI-900) Cert Prep by Microsoft Press, LinkedIn Learning HubSpot CRM, LinkedIn Leading Virtual Meetings, LinkedIn Digital Body Language, LinkedIn Brainstorming Tools, LinkedIn Time Management: Working from Home, LinkedIn TensorFlow 2.0: Working with Images