

STEVEN ZAMORANO

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SUMMARY PROFILE

Results-oriented IT professional experienced in delivering high quality results individually and cooperatively with business and systems stakeholders.

WORK HISTORY

Outside Sales Representative

January 2017 – Present

Sears Home Services - Greensboro, North Carolina

- Sears Home Improvement Products and Services, a member of the Sears Holdings Corporation (NASDAQ: SHLD) family of companies, is one of America's largest home improvement companies for siding and windows installation with operations in 45 states. Our products include siding, custom manufactured and installed windows, custom home entry doors, kitchen remodeling, custom cabinet refacing and Heating Ventilation and Air Conditioning (HVAC)

Field Engineer II

October 2015 – January 2017

nscglobal - High Point, North Carolina

- Performed data migration, re-imaging, and deployment of new corporate computers to new employees and employees experiencing significant issues
- Always followed up with my customers to make sure their issues were resolved
- Received high marks on all customer satisfaction surveys

Server Engineer

September 2014 – September 2015

BB&T - Winston-Salem, North Carolina

- Coordinate with offshore and local teams throughout the Server 2003 Upgrade Project
- Weekly air travel covering BB&T's footprint throughout the US
- Handle the tasks of installing, configuring, and replacing hardware servers at bank branches
- Provided onboarding training to new hires
- Collaborated with market leaders to facilitate the process for branch employees

Associate Systems Analyst

January 2013 – November 2013

Fidelity Investments – Smithfield, Rhode Island

- Collaborated on a daily basis with developers and analysts in an Agile environment working toward completing and clarifying our objectives, requirements, and documentation
- Facilitated meetings with developers, analysts, and senior management to define team goals for project iterations and sprints, to demo applications on projects with clients and stakeholders
- Edited web services for CRD Number Integration with World Class project
- Using SQL gathered usage information on the current version of Mobile World Class application
- Wrote system design documentation for Consolidation of Data Feeds Project, with the objective of reducing redundancy and maintenance operations cost
- Completed Fidelity Investments Leap Training Program

Technical Intern

Summer 2012

Fidelity Investments – Raleigh, North Carolina

- Provided essential requirements gathering on the UI design of all available accounts to customers on Fidelity.com
- Performed in depth analysis for the Accounts Opening team that delivers the conditions which prompts the features used in the UI

SKILLS & ABILITIES

Technical Skills and Certifications

- Professional Scrum Master (PSM I), MTA – Software Development, MTA – Software Testing
- MTA – Database Fundamentals, Microsoft SQL Server, Microsoft Visual Studio
- HTML, CSS, JavaScript, CompTIA A+, CCNA
- Data Flow Diagrams, Entity Relationship Diagrams, Use Case Diagrams, Activity Diagrams
- Database Design, Conceptual Data Models, SQL, C#, Microsoft Office, Visio, Microsoft Project
- User Acceptance Testing, Test Cases, System Documentation, Business Process Reengineering

EDUCATION

Bachelor of Science, Business Administration

December 2012

University of North Carolina – Charlotte
Major: Management Information Systems
Major: Marketing

VOLUNTEER EXPERIENCE

Kramden Institute Inc.

Volunteered to help refurbish donated PCs, laptops, and peripherals and award them to economically disadvantaged students