# ALTIMAN GORDON

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## SUMMARY

Highly motivated IT professional with a Bachelor's degree in Administrative Information System Management and a minor in Marketing. Over 16 years of diverse experience in Information Technology, Customer Service, Remittance, Banking, and Drug Testing. Currently an IT Operations Technician and Team Lead, actively pursuing Front and Back End Web Development. Strong problem-solving skills and a hands-on approach. Portfolio: https://agportfolio.agit1solution.com/ .

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## EXPERIENCE

### Cheney Brothers Inc – IT Operations Technician Lead/Team Lead.
*April 2023 – Present*

- Administer AS400, SAP, and Windows assistance/services.
- Configure, troubleshoot, and resolve warehouse equipment issues (computers, Zebra WTA handheld devices, scanners, and printers).
- Provide exceptional customer service to team members as needed.

### Cheney Brothers Inc – Warehouse Receiver
*October 2022 – March 2023*

- Checked off items received from trucks.

### FedEx Ground – Part-Time Package Handler
*September 2022 – October 2022*

- Loaded and unloaded FedEx trailers.

### NMS Management Services LLC – Customer Service/Data Entry Representative
*August 2020 – August 2022*

- Processed drug testing results for DOT and other authorities.
- Conducted data entry 75% of the time and client interaction 25% to resolve concerns.
- Used various drug testing platforms including Quest Diagnostics and LabCorp Labs.

### JMMB Bank – Central Processing Officer
*September 2017 – January 2020*

- Processed clients' requests for internal/external accounting transactions and loan adjustments.
- Investigated and resolved discrepancies relating to client queries.

- Managed bill payments and verified checks according to clearinghouse rules.

**JMMB Remittance – Client Relations Officer**
*January 2010 – August 2017*

- Updated overseas agents' reconciliation and managed bill payments.
- Assisted agents and customers with issues and queries.
- Managed daily funds lodging, agent reimbursements, and entry postings.
- Participated in User Access Tests (UAT/Software Quality Assurance) for the new remittance system.

**JMMB Bank**
*January 2008 – January 2010*

- Served as a telephone operator/receptionist for 10 months.

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## EDUCATION, CERTIFICATION & TRAINING

- CIW Site Development Associate (Certificate Verification Number: 685044e7f6044d2b9fc98ed58f6abe6d)
- Bachelor's Degree in Administrative Information System Management & Marketing (2010-2016), University of Technology
- Certificate in General Administration (2008-2010), NCTVET & NVQ
- Certificate in Telephone Techniques & Customer Service (2010), Professional Trainers Institute
- Associate Degree in General Studies (2006-2007), CXC Meadowbrook High School

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## SKILLS

- **Technical Skills:** HTML, CSS, JavaScript, PHP, MySQL, Laravel Framework, Bootstrap, Graphic Design/Adobe Photoshop, cPanel, Web-Hosting.
- **Software Proficiency:** Microsoft Excel, Microsoft Word, Microsoft PowerPoint.
- **Hardware Skills:** Installation of desktop/laptop parts (e.g., RAM, hard drive).
- **Soft Skills:** Customer Service, Hands-On, Flexible, Meticulous, Creative, Innovative, Problem Solver.
- [Portfolio](#)